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**VenTek International  
Response to Town of Rye for RFP for  
Rye Town Park Revenue Collection System**

Date: January 25, 2011

~~\$~~ 153,430 <sup>00</sup>/<sub>xx</sub>

Company Name: Caracal Enterprises LLC  
dba. *VenTek International*

Address: 1260 Holm Road, Suite A,  
Petaluma, CA 94954

Telephone: 707-773-3373  
Fax: 707-773-3381

Sales Assistant: Nubia O'Hare  
Sales Assistant  
[Nubiao@ventek-intl.com](mailto:Nubiao@ventek-intl.com)  
Tel: 707-583-5909

Contact Person: Gary Catt  
Vice President of Sales & Marketing  
[Garyc@ventek-intl.com](mailto:Garyc@ventek-intl.com)  
Tel: 707-773-3373

Project Manager: Ray Lucas  
Director of Client Relations  
Tel: 707-773-3373

## TABLE OF CONTENTS

| <u>SECTION</u> | <u>TITLE</u> |
|----------------|--------------|
|----------------|--------------|

- |    |  |
|----|--|
| 1. | Cover Letter   |
| 2. | Executive Summary  |
| 3. | Technical Response <ul style="list-style-type: none"><li>• venSTATION Product Brief</li><li>• venSTATION Technical Specifications</li><li>• Online Credit Card Processing Capabilities</li><li>• Standard Product Warranty</li></ul>   |
| 4. | Experience and Expertise <ul style="list-style-type: none"><li>• Prior Experiences</li><li>• References</li><li>• Project Team – Manufactures General Statement of Experience</li></ul>  |
| 5. | VenTek Capabilities <ul style="list-style-type: none"><li>• Sub Consultants</li><li>• Current Workload</li></ul>   |
| 6. | Workplan Methodology <ul style="list-style-type: none"><li>• Parking Automation</li><li>• Beach Admission</li><li>• Revenue Colletion</li><li>• Differential Pricing</li><li>• Intercom/Help System</li><li>• Reporting Requirement</li><li>• Audit Trail</li><li>• Security of System</li><li>• Maintenance of System</li></ul> |
| 7. | Timeline <ul style="list-style-type: none"><li>• Workplan Methodology</li><li>• Town of Rye Timeline</li></ul>   |
| 8. | Pricing Schedule   |
| 9. | Certifications <ul style="list-style-type: none"><li>• Statement and Certification of Non-Collusion</li></ul>  |

- VenTek International Company Information
- Minority and Women-Owned Business Certifications
- VenTek International Insurance Certificate

#### 10. Appendix

- Buy America Certificate
- PCI Status Letters

January 25, 2011

Town of Rye  
Office of the Town Clerk, Town Hall  
10 Pearl Street  
Rye, NY 10573

**Re: Town of Rye RFP for Rye Town Park Revenue Collection System**

To Whom It May Concern:

VenTek International ("VenTek") is pleased to provide the attached proposal to the Town of Rye (the "Town") for RFP for Rye Town Park Revenue Collection System. The details of the proposed equipment configuration can be found within the following pages of this submission.

As the longest-standing manufacturer of Parking Pay Station (referred to herein as Automated Pay Stations or "APSs") equipment in North America, VenTek is in a unique position to satisfy the Town's current and future needs with ongoing engineering and technology.

The VenTek factory is located just north of San Francisco in Petaluma, CA and we have distributors throughout the U.S.A. and Canada where our APS products have been used successfully since 1958. VenTek is qualified and pleased to assist the Town in refining equipment configurations to best suit both requirements and budget. If awarded a contract on the basis of our bid, VenTek will work closely with the Town to ensure successful installation, training and follow-up support.

Our equipment, installation and services proposal features VenTek's *venSTATION*, depicted in Figure 1 on the next page, and associated online system products. The *venSTATION*'s design has evolved over the past fifteen (15) years as VenTek equipment has been used in both Pay & Display and Pay-By-Space applications in the parking industry and many other automated fee collection settings. The VenTek Revenue Collection System, featuring its on or off-street APS products, offers the capability to accept coins, bills, credit cards and smart cards and provide change. These APS units are equipped to be used with various power sources including A/C, battery and solar. APS units can be networked in a single, seamless system utilizing various modes of communications including wireless (digital cellular or 802.11) or DSL.

We believe that the prescribed system offering and associated software and online products will meet the Town's overall objectives and expectations. At your convenience, we would be delighted to meet with you to demonstrate our APS products and online features.

The total number of VenTek APS units operating in the field is between four-thousand (4,000) and five-thousand (5,000). Of these, 2,000 are System Series products. The *venSTATION*, like all VenTek equipment, is regularly upgraded and improved with the most recent technology. During the warranty period, any upgrade and/or improvement to any component, meter, or software will be made available to the Town at no additional cost.



Figure 1 - VenTek *venSTATION* in an On-street Setting

The detailed specifications of the *venSTATION* and associated system equipment can be found in the literature attached as a section of our submission.

The features which have been retained over its long history include:

- ease of installation, operation, and maintenance
- stable, trouble-free operation in harsh environmental conditions and exposure
- capability to upgrade equipment with continued technological advancements
- unique and aesthetically pleasing appearance

The scope of work quoted by VenTek International includes the following:

- manufactured and **Made in the USA**
- manufacture and delivery of APS units
- manufacture and delivery of surface mount pedestals
- installation of APS units and pedestals (electrical and concrete work not included unless specifically called out in work order)
- initial rate table programming (fee structure set-up)
- setup and training on the venCENTRAL server and related *venVUE*® user interface
- training on system operation, preventative maintenance, component replacement and rate table enhancement, and
- verification of proper operation and revenue collection
- manufacturer's warranty

VenTek envisages that the online APS network would be established by connecting each APS to a central server via wireless communication links implemented using either Digital Cellular or WiFi technologies. The resulting real-time links would establish connectivity with a communications and database server located in the VenTek Data Center in Petaluma, California. The Town would access transaction data through our web-based *venVUE*® Remote Management Software. Enforcement data for the entire network could be accessed from any system APS or a real-time enforcement handheld. Parking patron credit card payments would be processed by the Town's preferred electronic payment processor, preferably through a reliable, high-capacity gateway system. VenTek has successfully



BUY AMERICAN  
Phone: (707) 773-3373  
Fax: (707) 773-3381  
Web: [www.ventek-intl.com](http://www.ventek-intl.com)

implemented such processing channels for a number of other customers. References are available for these implementations. Also, please see the VenTek name appearing on Visa's listing of PCI compliant service providers: <http://usa.visa.com/download/merchants/cisp-list-of-pcidss-compliant-service-providers.pdf>.

In summary, we appreciate the opportunity to do business with you and to ensure that Town has the best possible experience with its new fee collection system. I hereby give the assurance that our products will meet or exceed the minimum stated requirements. Please feel free to contact me any time.

Sincerely,

*Gary Catt, P. Eng.*

Gary Catt  
Vice President of Sales & Marketing  
VenTek International

## Executive Summary

VenTek International ("VenTek") has provided Automated Pay Station ("APS") solutions to cities, towns, counties, park boards, municipalities, transit agencies and educational institutions for over fifty (50) years. Our proposal herein satisfies all "Scope of Services Required" stated in Town of Rye (the "Town") "RFP for Rye Town Park Revenue Collection System." VenTek's offering comprises a fully online PCI-certified Automated Payment System ("The VenTek System") comprised of an interconnected network of fully-featured, highly user-friendly and fully auditable, unattended Pay Station equipment and software to meet its requirements.

The VenTek System ("System") is designed to allow real-time, equipment monitoring and revenue auditing from both on-site and off-site Town personnel or administration using the browser-based *venVUE*® Remote Management Software. The System provides support for a variety of electronic payment types including credit, debit and Membership cards (i.e. Town-administered Parking Card). *venVUE*® provides an extensive variety of system management roles for the Operations, Maintenance and Finance groups. Additional system capabilities are also available such as: remote validation, electronic coupons, pay-by-cell-phone, monthly/annual passes, and special event rate control.

Manufactured in the USA and meeting "Buy America" guidelines, the *venSTATION* Pay Stations in this offer provides the full set of Pay Station features. The *venSTATION*, with its stylish cabinet design, will add an exceptional aesthetic look to the Town's setting. This highly reliable APS unit features a wide variety of electronic and current payment processing options, as required by the Town, as well as "change-giving" if desired. The Pay Station's online connections are highly configurable for a variety of wireless or wired communication channels as required by the Town. To achieve the highest electronic payment processing speed VenTek recommends the use of wired connections.

As for new and emerging technological requirements, over the past six years, VenTek has worked with multiple vendors to implement "Pay-by-Cell-Phone" (PBCP) service in Pay-By-Space (PBS) parking mode, a feature that allows parking patrons the ability to add time via cell phone option. Most recently, VenTek has integrated with a company called "ParkNOW". If the Town decides on this option VenTek would deliver the Pay Station equipment as specified and then develop an implementation timeline for the desired PBCP service, if any new development is required.

# venSTATION

Innovation and excellence

## REAL-TIME PAYMENT PROCESSING & CENTRALIZED SYSTEM MANAGEMENT

- PCI-DSS Level 1 & PA-DSS Data Security Certifications
- Real Time Payment Authorization & Automated Settlement
- Relational System Database
- Central Communications Facility

## MULTIPLE APPLICATIONS

- Parking
- Parks & Recreation
- Transit
- Amusement Rides
- Electrical Metering
- Liquid Metering

## MULTIPLE PAYMENT METHODS

- Coins & Bills
- SmartCards & Value Cards
- Validations: Cards & Remote
- Credit Cards
- Debit Cards
- Electronic Coupons

## MULTIPLE VENDING MODES

- Permit Only
- Pay for Space Receipt
- Entrance Passes
- Permit & Receipt
- Payment/Credential Gate Access
- Turnstile Access

## NETWORK SUPPORT FOR 2 TO 200+

- DSL, Cable, Frame Relay
- Wi-Fi 802.11 (WPA/WPA2)
- Satellite and Dial-up for Remote Locations
- Digital Cellular Wireless (GPRS/CDMA)

## REMOTE RATE MANAGEMENT PROGRAMMABLE BY...

- Variable Rates
- Flat Rates
- Multiple Picks
- Variable Time Durations
- Times of Day
- Days of Week
- Specific Dates (Special Events)

## REAL-TIME LOCAL/ REMOTE REPORTING & NOTIFICATION

- Audit Reports
- Sales Reports
- Cash Collection Reports
- Service Alerts
- Intrusion Detection
- Enforcement Reports

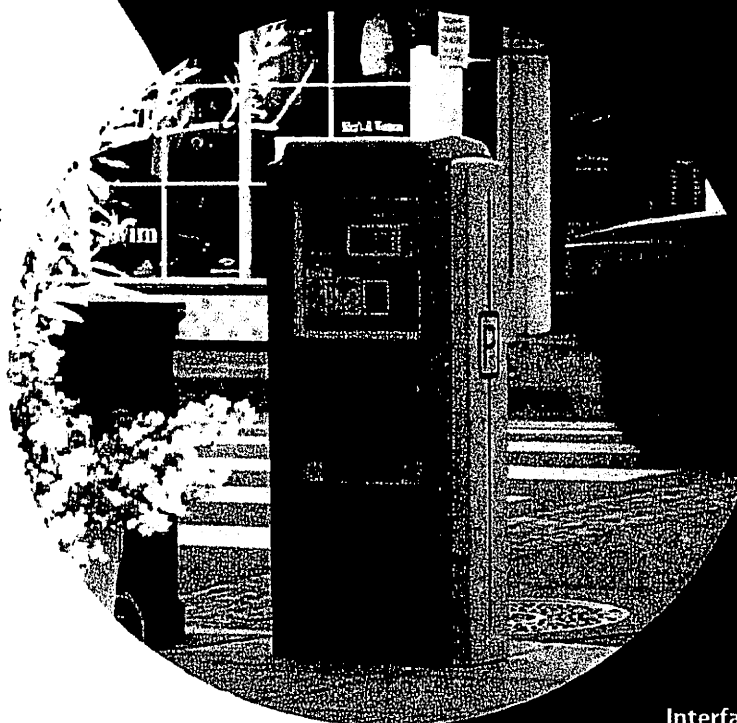


For more information please contact us today  
(707) 773-3373 info@ventek-intl.com

PAY & DISPLAY

PAY BY SPACE

PAY ON FOOT



### Interface

Large, easy to read LCD display  
ATM-style menu driven interface  
Custom graphics & colors available

### Payment Processing

US & Canadian & International Currency  
Customer-controlled electronic pay cards  
PCI Compliant Credit Card Processing  
VISA, Mastercard, AMEX and Discover  
Tokens: Programmable value

### Change Giving (Optional)

All Coin Denominations  
Programmable Coin Acceptor  
600 Coin Capacity Coin Hopper

### Ticket Printer

Low maintenance thermal printer  
In excess of 5,000 tickets per paper roll

### Security

10 Gauge steel with 1/4" steel reinforcement  
Maximum security Medeco lock  
Audible & remote alarm capability  
Sealed cash system  
High-strength, Double-locking Coin bag  
1,000 Note Double-locking Bill Cassette  
Audit reports & Complete Transaction Log History

### Dimensions

Approximately 25" w x 58" h x 15" d  
Full ADA with max keypad height of 54"

### Power Sources

110v A/C (w/optional Battery Backup)  
Solar - Battery

**Built in the USA at 1260 Holm Road, Suite A - Petaluma, CA 94954**

## **venSTATION Unattended Pay Station & System Management Software TECHNICAL SPECIFICATIONS AND STANDARD FEATURES**

### **1 General Features:**

1. The *venSTATION* is capable of accepting the following forms of payment:
  - a. \$1, \$5, \$10, \$20, & \$50 dollar bills (optional)
  - b. nickels, dimes, quarters, dollar coins, tokens and special coins (optional)
  - c. credit card (optional)
  - d. ISO 7816 SmartCards (optional)
  - e. Gift/Loyalty Card (optional)
2. Features a paper audit trail, supported by an electronic record of all transactions.
3. Able to function as a single unit or operate in a networked environment using IP-based communications technology (digital cellular or Ethernet).
4. Supported by software applications allowing user manipulation of rate structure, system configuration, monitoring and transaction recording from a local or remote site.
5. Supported by software applications for real-time credit card authorization and settlement with end-customer's financial institutions.
6. Powered using a 40 amp hour 12 VDC battery. It is capable operating using battery power only or by continually recharging the battery using solar or A/C power.

### **2 Pay Station Specifications:**

#### **2.1 Cabinet:**

1. *Cabinet* constructed of 10 gauge cold rolled steel with 1/4" stainless steel security reinforcement around the lock area of door.
  - a) Optional: Stainless Steel cabinet
2. *Cabinet* design is large enough to allow for easy removal of internal components; bill acceptor, coin acceptor, printer, etc.
3. *Cabinet* color textured semi gloss gray (standard).
  - a) Optional: Custom colored powder coat
4. Front of case includes an area 13-1/2" x 14-1/4" where graphic is applied for display of instructions and additional information
5. *Cabinet* door features a flush mounted clear Lexan cover providing protection for the display.
6. *Cabinet* has one locking point that actuates a five point stainless steel locking system, requiring a key and a hex wrench to open.
7. *Cabinet* is designed to bolt to the ground or a 6" tall steel pedestal using 5/8" anchor bolts.
8. *Cabinet* is able to accommodate three separate conduit connections.
9. The door open sensor is set to activate when the front door is opened 1/8" or more.
10. Internal temperature is thermostatically controlled utilizing a 110V strip heater to maintain the correct operating temperatures.
11. Case dimensions are: 21" W x 58" H x 14-3/4" D with an approximate weight of 225 lbs., with internal components installed.

12. *Cabinet* lock is a Medeco Lock keyed with a proprietary combination exclusively for new installations.
13. *Cabinet* contains interior insulation.

## **2.2 Front Display:**

1. The system utilizes a front-facing display that measures 6" x 3 3/8".
2. The display technology is Liquid Crystal Display (LCD).
3. The display is mounted on the back side of the 10 GA steel door. The display opening at the front of the cabinet measures approximately 2-3/4" x 5-1/8"
4. The display is slightly recessed into the cabinet to eliminate glare. The display is mounted behind a clear 1/4" thick, anti-glare Lexan cover.
5. The display is back-lit for improved readability during low/no light conditions.
6. A fan system is included for proper ventilation in high heat environments.
7. Display character font size is an extra large 22.5 point for exceptional visibility for the elderly and the vision impaired

## **2.3 Buttons and Keypad:**

1. A 1 X 4 push button keypad is positioned to right of display in "ATM-style".
2. The display interface clearly designates one of the 1 x 4 buttons as the "Cancel" function.
3. [PBS Option] A three by four numeric keypad is used by patrons to enter space numbers and by enforcement personnel to obtain enforcement reports.

## **2.4 Coin/Ticket Cup:**

1. Constructed of stainless steel.
2. Mounted to the front door.
3. Includes a clear lexan door.
4. Features the ergonomic use of a single cup for dispensing receipts, change and coin return.
5. Drain hole to allow water or condensation to escape.

## **2.5 Bill Acceptor:**

1. Manufactured by either a U.S. or Canadian based company.
2. Bill acceptor has a double-locking lockable, removable bill cassette (LRC).
3. Easily removed for servicing using a screwdriver.
4. Utilizes 12 VDC @ 2 Amp (max) for operation.
5. Capable of accepting \$1, \$5, \$10, \$20, & \$50 dollar bills.
6. Bill denomination acceptance is configurable.
7. Bills are stacked in a vertical position.
8. Bill acceptor is capable of stacking approx. 1000 bills.
9. Bill acceptor is able to accept bills in all four orientations.
10. Capable of verifying bill, transmitting information to controller, and holding bill in a non-stacked escrow position, pending approval to stack the bill, from the system controller. Otherwise, bill is returned.
11. Is upgradeable to accept changes in bill currency introduced by the government.

## **2.6 Coin Acceptor:**

1. Manufactured by a U.S. based company.
2. Validates U.S. nickels, dimes, quarters and dollar coins.
3. Easily removed for serviceability -- no tools are required to remove coin acceptor.
4. Utilizes 12 VDC @ 1.1 Amp max for operation.

## **2.7 Credit Card Reader:**

1. Manufactured by a U.S. based company.
2. Reads Track II encoded magstripe cards.
3. Easily removed for serviceability

## **2.8 Hybrid Card Reader (optional equipment):**

1. Manufactured by a U.S. based company.
2. Reads Track II encoded magstripe cards and ISO 7816 SmartCards.
3. Easily removed for serviceability

## **2.9 Coin Bag:**

1. Constructed of red canvas with a metal attachment mechanism to install below the coin acceptor.
2. Utilizes a locking system to prevent unauthorized entry.
3. Capable of holding a minimum of \$600 in coins.
4. Includes a locking system which, when removed, and is padlocked, will not allow access to the coins nor allow the bag to be re-inserted until the padlock is opened, and the locking mechanism within the coin bag is reset.
5. Activates a micro-switch which, when bag is removed, automatically signals the Pay Station to print a cash report and notify the Central Control Unit (if so configured) of the event.
6. Includes a clear plastic slot underneath the bag to store cash box tickets as they are issued during the coin collection process.

## **2.10 Thermal Printer:**

1. Printer utilizes thermal printing technology.
2. Printer stores the dot pattern structure in an EPROM & FONT prom.
3. Printer is easily removed for servicing.
4. Printer paper roll is capable of dispensing a minimum of 4,500 receipts per roll.
5. Printer utilizes thermal paper capable of not turning black below 180°F.
6. Receipt length is adjustable with a standard width of 2 3/8".

## **2.11 Processor:**

1. ARM7 processor
2. Ultra low-power operation

## **2.12 Power Supply:**

1. Provides power to all internal components if AC main power fails.
2. Works battery back-up.
3. Utilizes "quick disconnect" type connectors on all interface cables.

4. On/off switch functions as a re-settable circuit breaker.
5. Red LED used to indicate power is ON.
6. Features power surge suppression/energy absorption.

### **2.13 Solar Power (optional equipment):**

1. One 20Watt solar panel and mounting hardware

### **2.14 Security Sensor Suite (optional equipment):**

1. Detects door opening and sends event to Central Control Unit.
2. Detects case intrusion, shock or vibration and sends event to Central Control Unit or Terminal Control Unit (if so configured).
3. Configurable sensitivity to guard against false alarms or false event notification.

### **2.15 Operating status monitor (optional equipment):**

1. Detects and sends event messages to Central Control Unit, including printer/paper faults, coin acceptor faults, bill acceptor faults, coin hopper faults, power management faults and change level warnings.

### **2.16 Transaction Storage:**

1. Pay Station data is automatically communicated to the Central Control Unit (for consolidation and storage).
2. Separate data structures are assigned for storage of transactions, operating status, system configuration, security, diagnostic and other types of data.

### **2.17 Transaction Processing:**

1. The system supports a minimum of three transaction processing modes; on-line, networked and off-line.
2. During off-line conditions, Pay Stations continue to function in an off-line configuration and support the exchange of printed tickets for fee payment.

### **2.18 Pay Station Software:**

1. The Pay Station software provides the following functions:
  - i. Network access
  - ii. Customer interface
  - iii. Enforcement user interface
  - iv. Currency handling
  - v. Credit / smart card processing
  - vi. Printer interface
  - vii. Pay Station diagnostics
  - viii. Local database management
2. Pay Station maintenance, audit reports and stall information is accessible from the front display/keyboard.

### **2.19 Enforcement Reports:**

Enforcement reports are printed by entering a user-definable password and can be obtained without unlocking the Pay Station door.  
Enforcement reports can be obtained by space paid or by space unpaid.

## **2.20 Pedestals.**

### **2.20.1 In-Ground Mount:**

1. 6" x 6" x 20" square tubular steel with welded 1/4" thick mounting plate containing an opening for pulling power/communication lines through to pedestal top.
2. Color to be: Flat black.
3. Pedestal height is 20".

### **2.20.2 Surface Mount:**

1. 6" formed steel with 1/8" top plate and hollow center for pulling power/communication lines through top of pedestal.
2. Color to be: Flat black.
3. Pedestals height is 6".

## **2.21 HARDWARE OPTIONS:**

### **2.22 Power Management Unit:**

1. Provides power to all internal components if AC main power fails.
2. Enables battery back-up.
3. Utilizes "quick disconnect" type connectors on all interface cables.
4. On/off switch functions as a re-settable circuit breaker.
5. Red LED used to indicate power is ON.
6. Features power surge suppression/energy absorption.

### **2.23 Card Reader Option:**

1. Magstripe Card reader option can be supplied with any VENSTATION and can be mounted, using two screws, directly to the VENSTATION faceplate.
2. Hybrid Card reader is capable of accepting ISO 7816-3 Smart Cards and credit cards (Visa, MasterCard and American Express).

## **3 Management Software Options**

### **3.1 General Specifications:**

#### **3.1.1 Hosting Software (Entry-level option):**

1. Windows-compatible, requiring a commercial grade PC workstation.
2. Allows user to select options at the end of a rate period to include; clear/not clear money accumulated at the end of a shift/rate period, allow/not allow purchase of time exceeding the shift/rate maximum, allow/not allow purchase of time past the end of a rate/shift period, allow/not allow user to purchase time through a specified shift down time at no charge, allow/not allow purchase of time through a closed day at no charge, allow discounts based on the amount of time purchased.
3. Allows the user to select the rate for each individual day and have the ability to designate a day closed, or free parking day.

4. Allows user to configure a secondary daily rate structure to be activated by a specified day.
5. Allows time to be purchased in 15 minute blocks or by the minute.
6. Includes at least 6 rate tables for editing (optionally expandable).
7. Includes a minimum of 3 shifts per rate table (optionally expandable).
8. Rate tables allow user to select from the following options; select the time of day that each individual shift will begin, set the maximum amount of money that will be accepted in a given shift, set the expire time of a given shift, allow the purchase of multiple days, allow multiple day purchases to be either 24 hours from purchase date or 24 hours from expire time of a shift, allow for a period of time during a shift that the system will shut down, able to set a per minute rate, able to select the number of 15 minute blocks per hour and the rate to be charged for the 15 minute blocks, and is able to automatically print a receipt .
9. Allows rates to be edited by the hour (optional: by the minute).
10. Allows user to assign a three character, alpha numeric, designation for each Pay Station.
11. Allows a "minimum time" purchase to be set.
12. Able to set the start of a day.
13. Allows for an option to print/not print receipts.
14. Able to set a maximum number of tickets to be sold in a day.
15. Able to set an amount, that no bills above that amount will be accepted.
16. Able to set the maximum amount of money that will be accepted.
17. Able to set the maximum change to be given.
18. Able to use a token in place of the U.S. dollar coin and set the value of that token.
19. Able to select what to do in the event of a printer error.
20. Featured change options include; change only, no refund tickets, refund tickets only, no change, change first then refund tickets, reject bills over maximum available change when lit.
21. Able to set/modify credit card parameters to include; enable/not enable credit cards, accept/not accept American Express, MasterCard and Visa, accept/not accept a credit card when off-line, set minimum/maximum credit amounts and set a default amount.
22. Able to accommodate a minimum of 9000 spaces.
23. Able to vary rates by stall range, with a minimum of 5 changes.
24. Able to set an expiration window to show expired/going to expire stalls, on enforcement reports.
25. Able to set an enforcement access code.
26. Able to set an inactivity time-out for the backlight on the display.
27. Able to select, allow/not allow customer to extend time.
28. Able to modify the top line of printed receipts with 24 characters.
29. Able to modify 3 lines, 24 characters per line, on a refund ticket.
30. Able to set an "out of service" phone number.
31. Able to preset 97 days per year, to charge a special rate.

### **3.1.2 Central Control Unit and venVUE® User Interface (Premium-level option):**

1. System data (including transactions, security events, bank settlements, audit reports and enforcement information) is stored in a relational database.

2. Standard report interface contains a minimum of five (5) categories, including System Statistics, Revenue Reconciliation, Transaction Look-up, Pay Station Data and Enforcement (custom reporting is optional):
  - i. System Statistics reporting includes parking volumes for a user-defined time period.
  - ii. Revenue Reconciliation reporting includes lost sales, bank settlements, payments, daily transactions and monthly sales.
  - iii. Transaction Look-up reporting includes smart card use, sales transactions and lost cards.
  - iv. Pay Station Data reporting includes maintenance, card rejection, event status, cash pick-up and audit.
  - v. Enforcement reporting includes parking enforcement and stall transactions.
3. Logic in the Central Control Unit:
  - i. Warns of possible credit card reader faults or system level faults based on historic daily activity statistics.
  - ii. Supports the "velocity check" feature, limiting transactions per credit card in one business day.
4. Additional software features include:
  - i. Send configuration tables to the TCU & Pay Station, including but not limited to diagnostic levels and bad card files.
  - ii. Designate the time a new TCU or Pay Station configuration will take effect.
  - iii. Set the diagnostic level to none, error, warning or information.
  - iv. Send a bad credit card file to update credit cards that are to be rejected at the Pay Station.
  - v. Maintain an interactive list of declined credit cards to avoid attempts to re-authorize declined cards (financial institutions charge for each authorization attempt).
  - vi. Set the date and time.
  - vii. Consolidate and synchronize all Pay-by-space data sets to allow the use of any Pay Station to add time to a selected stall.
  - viii. Check the status of a selected stall.
  - ix. View network status and indicate which Pay Stations are currently on-line or off-line.
  - x. Remotely monitor the following areas; status, cash box, audit, power, and version.
  - xi. View the amount of change available and the amount of money currently in the coin bag and bill vault.
  - xii. View the current audit totals and current grand totals to include; cash, credit card, smart card, refunds and overpayment.
  - xiii. View the current status of the following items; Bill Acceptor: disabled, jammed/not jammed, Bill Stacker: full/not full, Coin Acceptor: enabled/disabled and jammed/not jammed, Card Reader: present/not present, Cash Bag: installed/not installed, Door: open/closed, Lock: open/closed, Peripheral Power: on/off, Watchdog Timer: enabled/disabled and Change light: on/off.
  - xiv. View information concerning the current software version being utilized.
  - xv. Modify passwords required to initiate entrance to communications software and access and log on to remote systems

### **3.1.3 Rate Testing (All System Software options):**

1. Software allows for testing the operation of a rate structure for cash, credit card and smart card payment.

## **4 Credit Card Support Software**

### **4.1 General Specifications:**

#### **4.2 Data processing:**

1. Credit card transactions are certified for various encrypted authorization formats, clearing houses and financial institutions.
2. Transactions can be processed in "online" (real-time) or batched in "offline" mode.
3. Visa, MasterCard and American Express are supported.
4. Processing software generates a log of all transactions and allows the log to be printed.
5. Transactions are stored in a relational database with powerful report generation capabilities.
6. Standard reports include but are not limited to:
  - i. a summary of revenue collections by lot or individual machine during a specific time period,
  - ii. summary of revenue generated in a lot or individual machine for a specified time period,
  - iii. report lot usage by specified purchase increments and time of purchase for a specified time period,
  - iv. report a detailed listing of all transactions for a lot or individual machine for a specified time period,
  - v. graph the number of paid stalls for a lot or individual stall for a specific time period,
  - vi. graph daily lot or individual machine usage by total daily revenue for a specified time period,
  - vii. graph average paid stalls for a group of machines or lots for a specified time period.
7. All summaries, graphs, and charts can be set to differentiate between cash, credit card and smart card transactions.

## **5 Communications Software**

### **5.1 General Specifications:**

#### **5.1.1 Digital Cellular or DSL Communications Software:**

1. Communications software includes the following features; register with Internet, CDPD, GSR or 1XRTT digital cellular network, transmit/receive secure data packets, error checking and correction.
2. Password protected set-up and configuration.

3. In online operation all transactional and event data are transmitted to the Central Control Unit in real-time.



## **VenTek Online System Payment Card Processing Capabilities**

### **Security, Setup, and Processing**

Document number: 68-075

Document version: 3.00

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| Date             | Version | Author       | Comments  |
|------------------|---------|--------------|---|
| August 23, 2004  | 001     | Sue French   | Initial version   |
| January 15, 2005 | 002     | Mart Weemees | Updates   |
| June 2, 2005     | 003     | Mart Weemees | Clarification of Encryption Method  |
| October 1, 2005  | 004     | Gary Catt    | <ol style="list-style-type: none"> <li>1. Expanded document to include SYS VI and future product lines</li> <li>2. Clarified that non-wireless connectivity is also supported</li> <li>3. Removed discussion on out-dated M400 processing techniques</li> </ol>   |
| October 11, 2005 | 100     | Gary Catt    | <ol style="list-style-type: none"> <li>1. Clarified that CDPD Analog Cellular support connectivity is still supported</li> <li>2. Added information about the two direct gateway interfaces: <ul style="list-style-type: none"> <li>• Transfirst/PRI direct interface (USA)</li> <li>• Moneris Solutions (Canada)</li> </ul> </li> <li>3. Updated table of certified payment card processors</li> <li>4. Added FAQ section</li> <li>5. Clarified that "payment cards" can include both credit and debit card</li> </ol> |
| March 5, 2010    | 2.00    | Gary Catt    | <ol style="list-style-type: none"> <li>1. Significant document changes</li> <li>2. Added information about the two direct gateway interfaces: <ul style="list-style-type: none"> <li>• First Data Merchant Services (FDMS)</li> <li>• Paymentech</li> </ul> </li> <li>3. Updated table of certified payment card processors</li> <li>4. Updated FAQ section</li> <li>5. Clarified that "payment cards" can include both credit and debit card</li> </ol>  |
| May 21, 2010     | 2300    | Aldo Quezada | <ol style="list-style-type: none"> <li>1. Removed PC Charge References</li> <li>2. Added list of VenTek direct interface gateways.</li> <li>3. Change security section to reflect PCI-DSS and PA-DSS status</li> <li>4. Remove section on PC Charge Merchant Account Restrictions</li> </ol>  |

## TABLE OF CONTENTS

|     |  |                                     |
|-----|--|-------------------------------------|
| 1   | Introduction .....   | 4                                   |
| 2   | Payment Cards.....   | 4                                   |
| 2.1 | Credit cards .....   | 4                                   |
| 2.2 | Debit cards.....   | 4                                   |
| 2.3 | SmartCards.....  | 5                                   |
| 3   | Online Payment Card Processing Modes .....                             | 5                                   |
| 4   | Pay Station Networking Technologies .....                              | 5                                   |
| 5   | Certified Direct Transaction Gateway Payment Processor Interface ..... | 5                                   |
| 6   | Payment Card Industry Data Security Standards (PCI-DSS) .....          | 6                                   |
| 6.1 | Payment Application Sata Security Standards (PA-DSS) .....             | 6                                   |
| 6.2 | Secure Handling of Challenges .....                                    | 6                                   |
| 7   | Merchant Account Setup .....   | 7                                   |
| 7.1 | Merchant Account Restrictions .....                                    | <b>Error! Bookmark not defined.</b> |
| 8   | Bank Settlement Processing .....                                       | 7                                   |
| 9   | Frequently Asked Questions (FAQs) .....                                | 7                                   |
|     | Appendix A – VenTek Revenue Collection System Block Diagram .....      | 9                                   |

## 1 Introduction

This document describes the online payment card processing capabilities of VenTek International's ("VenTek") Automated Payment Processing systems. VenTek's Automated Pay Station ("APS") product portfolio includes:

1. The venSTATION Multi-purpose APS Unit
2. The Model 400 (M400) (Entry-level) Pay Station, and
3. The System VI (SYS VI) Pay Station.

All of VenTek's Pay Station products are PA-DSS certified.

The figure in Appendix A illustrates a typical VenTek revenue collection system with online payment card processing capabilities. In this type of system the Central Control Unit (CCU) performs that communications processing functions to deliver transactions generated at the Pay Stations to the appropriate payment processor through a certified data path.

## 2 Payment Cards

The payment cards that can be processed by VenTek's online revenue collection system are as follows:

1. credit cards
2. debit cards (a.k.a. "Check Cards")
3. SmartCards

### 2.1 Credit cards

The Pay Stations can read major credit cards, including:

- o Visa
- o MasterCard
- o American Express
- o Discover

### 2.2 Debit cards

The Pay Stations can read debit cards (a.k.a. "Check Cards") with the following logos:

- o Visa
- o MasterCard

The debit cards are processed in a PIN-less mode. The Merchant Account must be configured to allow this type of payment card.

### **2.3 SmartCards**

The Pay Stations can also accept SmartCards as payment cards. Currently VenTek can process the following SmartCards:

- Solaic Electronic Purse (v1 and v3)
- PayFlex
- POM ParkCard®

## **3 Online Payment Card Processing Modes**

The payment card processing capabilities of VenTek's online revenue collection system are as follows:

1. networked real-time credit authorization (pre-authorization through a credit processor)
2. networked automatic data collection and financial processing (post-authorization or purchase with daily settlements through a credit processor), and
3. offline authorization mode with a configurable transaction floor limit (handles cases where the back-end authorization system is not available)

## **4 Pay Station Networking Technologies**

The networking technologies currently supported by VenTek's pay stations are:

1. CDPD wireless data service on Analog cellular networks (AMPS) such as those still offered by Telus in Canada
2. GPRS digital cellular wireless data service on GSM networks such as AT&T/Cingular and T-Mobile)
3. 1xRTT digital cellular wireless data service on CDMA networks such as Verizon and Sprint), and
4. Ethernet wired data service on DSL, cable and satellite networks.

## **5 Certified Direct Transaction Gateway Payment Processor Interface**

In VenTek online systems the pay stations communicate with a central server (Central Control Unit (CCU)) which manages the authorization collection and processing. Payment card transaction processing is provided using direct gateway interfaces to the following merchant processors:

1. Moneris Solutions (Canada)
2. Moneris USA

3. 5<sup>th</sup>/3<sup>rd</sup>
4. Paymentech
5. FDC Nashville
6. Royal Bank of Scotland
7. TSYS
8. Transfirst/PRI

## 6 Payment Card Industry Data Security Standards (PCI-DSS)

The PCI DSS is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. This comprehensive standard is intended to help organizations proactively protect customer account data.

The VenTek Data Center is PCI-DSS certified and undergoes an annual audit by a third party qualified security assessor (QSA) to ensure PCI-DSS compliance. Please visit <http://usa.visa.com/download/merchants/cisp-list-of-pcidss-compliant-service-providers.pdf> to see VenTek International on the Global List of PCI DSS Validated Service Providers.

### 6.1 Payment Application Data Security Standards (PA-DSS)

PA-DSS is the Council-managed program designed to help software vendors and others develop secure payment applications that do not store prohibited data, such as full magnetic stripe, CVV2 or PIN data, and ensure their payment applications support compliance with the PCI DSS.

The VenTek Data pay station firmware is PA-DSS certified and undergoes an annual audit by a third party qualified security assessor (QSA) to ensure PA-DSS compliance. Please visit [https://www.pcisecuritystandards.org/security\\_standards/vpa/vpa\\_approval\\_list.html?apg=37&vn=0&ap=0&an=0&mn=](https://www.pcisecuritystandards.org/security_standards/vpa/vpa_approval_list.html?apg=37&vn=0&ap=0&an=0&mn=) to see VenTek International on the List of PA DSS Validated Payment Applications.

### 6.2 Secure Handling of Challenges

The challenge process is protected against inappropriate reporting by limiting queries to payment card numbers that are already known by the user. To retrieve transaction information for a specific payment card the following process is used.

A user enters the following information into the CCU's user interface (venVUE):

the date range in question

the payment card number in question

A report will be generated listing transactions matching the specified parameters.

In the database, the query is actually executed against the hash of the payment card number, not the credit number itself. There is no way to determine the payment card number from its hash.

## 7 Merchant Account Setup

Many colleges, governmental agencies and large parking operators have established relationships with Merchant Service Providers (MSP). MSP's have relationships with Acquirers that serve as the conduit to VISA and also channel money into a customers merchant account. VenTek International using the venDIRECT platform can setup credit card processing with any Acquirer or MSP.

Banks also provide payment card processing services through there own MSP's. In general banks have established relationships with specific Acquirers and in some instances may support more then one Acquirer. All Acquirers can deposit funds into any merchant account.

VenTek International offers several merchant processing options which will be presented to the customer during the quoting process.

## 8 Bank Settlement Processing

Bank settlement processing is defined as the procedure by which the VenTek system settles all outstanding authorized transactions for a particular merchant service account. It is typically configured to be automatically performed on a daily basis within a pre-defined time window (e.g. 11:55 PM). The time window is normally chosen to fall within a quiet period of the day but can be configured to auto-settle at any time.

## 9 Frequently Asked Questions (FAQs)

1. One of the merchant account restrictions states that "there can only be one terminal ID associated with the merchant number." Does this mean that each Pay Station must have a separate merchant account?

Answer: No, this restriction is not true of all Merchant Service Providers (MSPs) and does not affect our ability to uniquely identify revenue collected at the individual Pay Stations.

2. The City of XYZ has multiple Pay Stations. Does this mean that each Pay Station must have a separate merchant account?

Answer: No, VenTek can support multiple configurations:

- a. One merchant account for all pay stations
- b. One merchant account for each pay station
- c. One merchant account for each lot, etc.

3. What are the steps that must be taken to initiate payment card processing?

Answer: The steps are as follows:

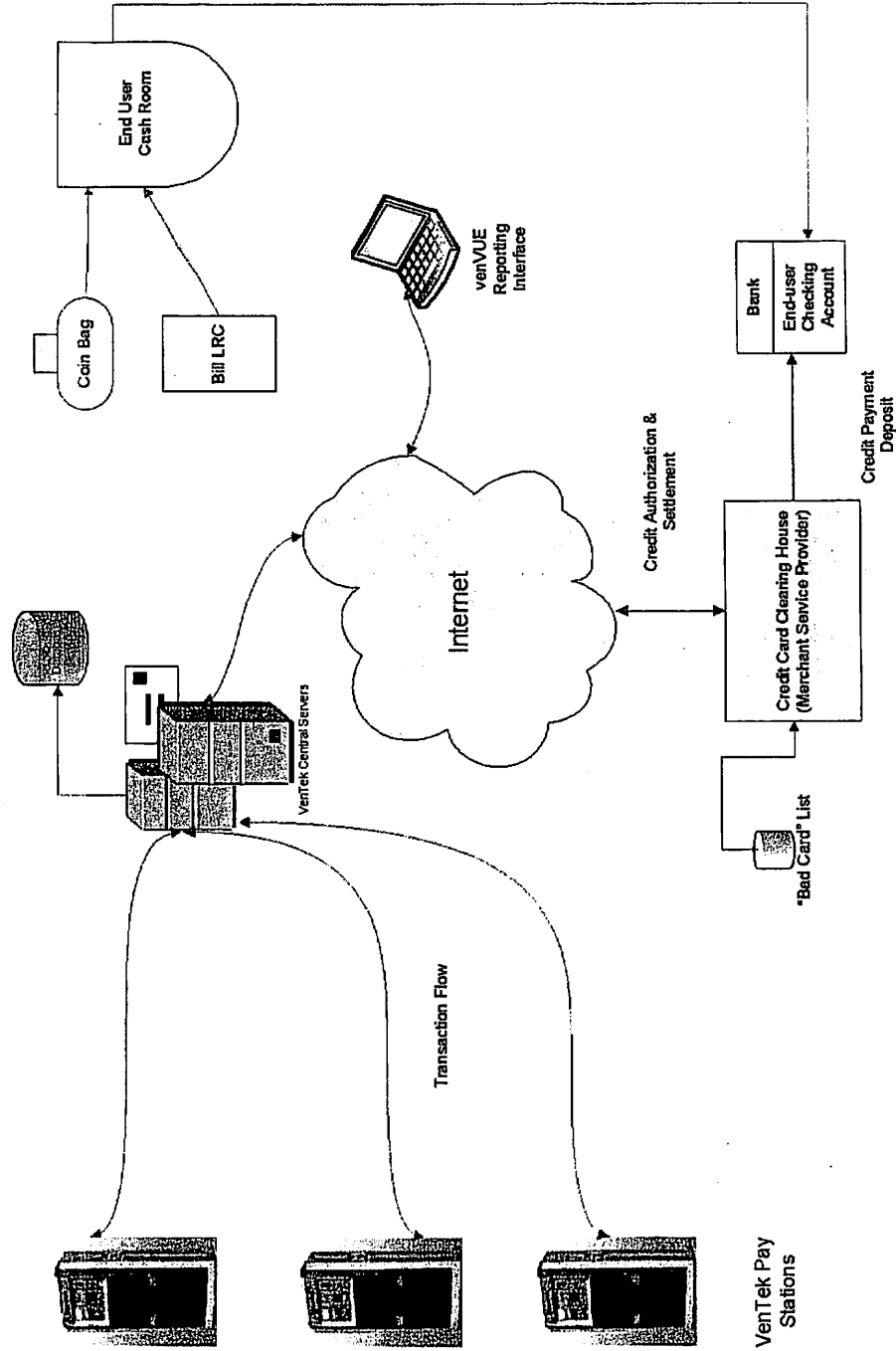
1. Select an MSP
  - a. This can be one associated with your bank, or,
  - b. A VenTek-supported direct MSP who are not affiliated with a particular bank

2. Establish one or more merchant accounts
  - a. VenTek will provide you with a worksheet to gather the data that we will need, or,
  - b. VenTek can establish a direct EFT link from the VenTek online system to your bank account
3. Verify end-to-end payment card processing

## **Appendix A – VenTek Revenue Collection System Block Diagram**

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# VenTek Audit & Revenue Reconciliation Procedures



## **VENTEK EXTENDED WARRANTY & SUPPORT PLAN POLICIES**

### **VenTek International Extended Warranty and Support Plan Policies**

Effective Date: January 1, 2010

#### **Overview**

VenTek Service Plans are supported by a national organization with 3 locations in 2 countries, closely integrated with the state-of-the-art Technical Assistance Center at VenTek headquarters in Petaluma, California.

VenTek's Client Services (VCS) support will be provided to all Direct Clients or Resellers (DCoR) of VenTek equipment. Resellers will provide support to their customers. VenTek does not provide support services directly to customers whether they be customers of Direct Clients or customers of Resellers. A customer who purchased a VenTek automated payment system from a Reseller is required to contact that Reseller for support. If the Reseller is unable to solve their problem after reasonable efforts, then the Reseller may seek assistance from VCS.

These Extended Warranty and Support Plan Policies cover VenTek-branded products that are supported by VenTek Service and Support under a purchased VenTek Extended Warranty or Support Plan. Except for the Severity Definitions and Response Time Targets, which apply to in-warranty support, these Plan Policies do not apply to equipment or software for which you have not purchased a Plan.

**IMPORTANT NOTE: ALL SERVICE IS PROVIDED ONLY SUBJECT TO THE TERMS AND CONDITIONS OF THE APPLICABLE VENTEK EXTENDED WARRANTY AGREEMENT OR SERVICE AGREEMENT. These Plans are subject to change at the discretion of VenTek. Changed versions of these Plans will be posted on the VenTek International website.**

#### **Client Services Extended Warranty and Support Plan Terms and Conditions**

##### **Hardware Warranty Support**

Defective or damaged parts will be repaired or replaced by VCS in its sole discretion if the repair or replacement is covered by the Standard VenTek Product Warranty (SVPW). If the One-year SVPW has expired and the DCoR has not purchased an Extended Support Plan (ESP), the DCoR will be responsible for the costs of the repair or replacement.

In order to return parts to VCS for repair or replacement, the DCoR should first contact VCS at (707) 773-3373 to advise VCS of the part to be returned and its serial number, and to obtain a Service Return Order ("SRO") number. The DCoR may also use VenTek's Client Services Web Support Site to provide this information and request an SRO number at <http://ventek.mojohelpdesk.com>. The part is to be returned to VCS at the address specified by the SRO with a copy of the SRO enclosed. The costs of shipping parts to VCS will be the responsibility of the DCoR.

VCS will use reasonable efforts to ship repaired or replacement parts within 5 business days of their receipt at the SRO facility. Some older, legacy parts may require longer repair times due to possible part shortages. Parts will be shipped 2 Day, unless DCoR has indicates otherwise during the SRO Process. Unless the repair or replacement is covered by the SVPW or an ESP, the DCoR will be responsible for the costs of repair or replacement and invoiced in accordance with the fees set forth in Exhibit D.

The DCoR will be responsible for installing any repaired or replacement parts. If a DCoR does not have the training and expertise to do so, then at the request of the DCoR VCS will provide assistance to the DCoR at VCS' usual on-site repair fee as set forth in Exhibit D.

VCS warrants repaired or replacement parts for a period of 60 days from the date of shipment.

Repairs or replacement parts required as a result of rust or corrosion, damage due to accident, improper handling or operation, shipping damage, abuse, misuse, unauthorized repairs or attempted repair, vandalism or "Acts of God" are not covered by the SVPW or any variation of the Extended Service Plans.

##### **Pay Station Software & venVUE® Warranty Support**

Unless otherwise agreed in writing between a DCoR and VCS, VCS will have no obligation to provide enhancements to Pay Station Software or to venVUE®. Any Enhancements will be released by VCS in its sole discretion in accordance with a schedule set forth by VCS.

VCS will advise DCoRs from time to time of any problem resolutions, fixes, updates and Enhancements available for the Pay Station Software or to venVUE®. The timing, methods and extent to which any such problem resolutions, fixes, updates and Enhancements are made available to DCoRs will be at VCS's sole discretion.

VCS will support all official released versions of Pay Station Software for at least 12 months following the Software's release. Versions of software that are supported by VCS are specified in the support section of VCS's website at [www.ventek-intl.com](http://www.ventek-intl.com). If a DCoR is using Pay Station Software that is not the most current release and there is an issue for which the DCoR is requesting assistance from VCS, and if the problem is known to be fixed in the most current release of such Software, VCS may require that the DCoR change to the most current release as the solution to the problem.

#### **Fees and Payments:**

The DCoR will be responsible for VCS's fees for providing support as outlined in Exhibit D if the support given is not covered by the VSPW or an ESP. Problems such as but not limited to problems with credit-card processing, PC Charges, telephone lines, network lines, modems or handheld devices not sold or recommended by VCS, computers and software other than VCS's Software, are not covered by the VSPW or an ESP.

The DCoR will be responsible for the cost of any on-site service not covered by the VSPW or ESP. If the on-site assistance is provided through a VenTek Reseller, the cost will be at the Reseller's usual rates and the DCoR will be billed directly by the Reseller. If the on-site assistance is provided directly by VCS, the cost will be at VCS's usual rates for on-site service as set forth in Exhibit D.

If VCS and the DCoR agree that PC Charge assistance is required, the DCoR will pay the costs associated with contacting PC Charge in addition to any amount payable for VCS's support.

If the Direct Client is outside of Warranty and does not have an ESP and is requesting support from VCS, service will be at the usual rates set forth in Exhibit D.

The DCoR will pay the amounts owing to VCS for support services that are not covered by a VSPW or ESP on the date on which the services were provided. The DCoR will provide a valid credit card number for which the services will be charged, or with an account in good standing may provide a PO number to be invoiced. VCS will have no obligation to provide further support services not covered by a VSPW or by an ESP to a DCoR whose account with VenTek International is in arrears.

In addition to VCS's fees and other charges, the DCoR will pay and will indemnify and hold VCS harmless from, any excise, sales, use, value-added, import, export or other taxes (not based on VCS's net income), and any inspection fees, duties, tariffs, imposts or similar charges, including any penalties and interest, as well as any costs associated with the collection or withholding thereof, levied on the delivery of support services by VCS to the DCoR. If the government of any country requires the DCoR to withhold or deduct any taxes, charges or other duties from any payments due from the DCoR to VCS, the DCoR will pay any additional amounts as may be necessary in order that the net amounts received by VCS after any such withholding or deduction equals the amounts to be paid to VCS without such withholding or deduction.

#### **Termination, Transfers and Assignments:**

If the Direct Client fails to make a payment owing under an ESP for a Pay Station, the ESP for such Pay Station will be terminated and VCS will have no further obligation to the Direct Client under such ESP with respect to such Pay Station. It will be under the sole discretion of VCS whether an ESP in arrears may be reinstated.

If the DCoR uses modified items or items not approved for use by VCS for a Pay Station, the VSPW and any ESP applicable to such Pay Station may be terminated by VCS.

If the Direct Client has an ESP and wishes to terminate before the expiration of the ESP's one-year term, the DCoR may terminate the ESP with written notice. VCS will refund the portion of the cost of the Support Package attributable to the balance of the year, pro-rata based on the number of months left in the balance of the year, less an administrative fee of \$295.

A Direct Client may not assign or transfer an ESP.

#### **Limitations:**

The VSPW and the ESP are in lieu of all other warranties expressed or implied, including warranties or merchantability and fitness for a particular purpose and excludes all liability for incidental or consequential damages for any cause whatsoever.

VCS will not be responsible for any loss of data and/or revenue, or any incidental or consequential damages of any kind for any cause, whatsoever, that may be incurred or suffered by the DCoR while VCS is working to resolve the DCoR's problem.

Although VCS will diligently help to resolve problems in accordance with these Terms and Conditions, there may be some problems for which VCS is unable to find a solution. VCS gives no guarantee that it will be able to resolve every issue.

#### **General End of Life Support Policy**

Service and support coverage typically ends seven years after the purchase date of product. Software maintenance and support purchased under a VenTek Support Plan is available for both current and immediately preceding versions of software/hardware. VenTek strongly advises DCoRs install the latest software release when notified of updates, however compatibility with your hardware should always be verified. This can be done on the VenTek website.

## Client Services Support

VCS will provide technical support by telephone and email for those DCoRs who are covered by the VSPW or any variation of the ESP. VCS is to be contacted by telephone at its telephone number for support services or by email at [techsupport@ventek-intl.com](mailto:techsupport@ventek-intl.com). The DCoR may also use VCS Web Support Site to request new support or track existing issues at <http://ventek.mojohelpdesk.com>. If a VCS representative is not available to take the call at the time it is made, the details of the issue will be recorded in VenTek's Ticket Tracking System and the call will be returned. VCS's regular business hours are 8am to 5pm Pacific Time Monday through Friday (exclusive of holidays). During non-business hours, weekends and holidays, VCS will do its best to respond to requests as soon as possible via email.

VCS will use reasonable efforts to respond to calls and reply to emails and to solve problems in accordance with the guidelines set forth in Exhibit C or such other guidelines as VCS and the DCoR may agree upon. The DCoR will cooperate and work together with VCS to facilitate VCS's efforts to provide assistance and to meet the guidelines set forth in Exhibit C or such other guidelines as VCS and the DCoR may agree upon. However, VCS will not be in breach of its obligations under these Terms and Conditions or under the VSPW or an ESP if it fails to meet the guidelines set forth in Exhibit C or such other guidelines.

## 24x7 Online Self-Help

24x7 online service allows end users to submit support requests online. It also makes available online a wide array of information, including the online knowledge base, compatibility matrix, white papers, release notes, technical bulletins, and product documentation.

## Telephone Technical Support

VenTek Service Plans provide direct telephone access to the VenTek Client Support Assistance Center. The Center operates during normal business hours and calls are routed to the staff person best qualified to assist with your specific question. Each support request is provided a case number to track each issue to resolution.

Client support needed outside of normal business hours may be arranged in advance for technical phone assistance early morning, late evening or weekends.

## Included with the Standard VenTek Product Warranty (SVPW)

Standard VenTek Product Warranty includes:

- Free telephone and email support for 3 months from the date of shipping for warranty-related matters.
- After 3 months support for non-warranty matters or for setup and installation matters at:
  - \$75 per service request during regular business hours
  - \$125 per service request outside of regular business hours, available by appointment only
- 2 business day shipping of replacement parts billed to DCoR

## DCoR's Obligations:

Each DCoR will provide notice in writing (including by email) to VCS setting forth the names of Support Contacts, each of whom will be properly trained in the use and support of the relevant Pay Station and Software. VCS is authorized and directed by the DCoR to deal with these Support Contacts. When calling for technical support, the DCoR will provide the serial number and model of the Pay Station, the version of the Software (if not connected to venVUE®), a detailed description of the problem and a summary of the basic troubleshooting that has already been tried. The DCoR will be responsible for proper maintenance of the relevant Pay Station in accordance with VCS's recommendations and requirements for the Pay Station and for keeping accurate and complete maintenance records for the Pay Station.

## Problem Solving:

When a DCoR seeks assistance from VCS, VCS will open a Ticket for the DCoR. In addition the DCoR may open their own Tickets by visiting the VCS Support Web Site.

Once a Ticket is opened, VCS will:

1. acknowledge receipt of the request for assistance;
2. provide an action plan for resolving the problem;
3. if possible, provide a temporary solution to the problem that restores functionality to the affected system without severely compromising performance or unreasonably inconveniencing the DCoR.
4. advise of any updates to the action plan
5. advise as to the resolution of the problem
6. Request confirmation of the solution.
7. VCS will take the corrective actions it deems appropriate to resolve a Ticket and will maintain records of the actions it takes to resolve the issue.

VCS may request additional information from the DCoR and provide specific instructions as to how that information is to be given to VCS.

If VCS and the DCoR determine that on-site assistance is required, VCS may dispatch a qualified VCS Technical Support Representative to the DCoR's premises where the Pay Station is located. The Technical Support Representative (TSR) will arrive with the proper diagnostic tools necessary to troubleshoot the problem on site. If a VenTek Reseller is local to a Direct Customer's location VCS may provide a TSR from that Reseller. If there is no VenTek Reseller in the area or they do not have a TSR to provide, the TSR will be provided directly by VCS. The DCoR will be responsible for the cost of the on-site assistance unless the on-site assistance is covered by an ESP.

Once VCS resolves the problem for which a Ticket was opened, VCS will use reasonable efforts to provide the DCoR with a full description of how the problem was solved, including technical details. The DCoR will need to confirm to VCS whether the problem has been solved and, if so, that the Ticket may now be closed. A Ticket will be closed only with the agreement of VCS and the DCoR. A DCoR will be deemed to have agreed that the Ticket is to be closed if the DCoR fails to respond to contact attempts made to the DCoR by VCS.

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**EXHIBIT A**

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**STANDARD VENTEK PRODUCT WARRANTY**

VENTEK INTERNATIONAL warrants that, under normal conditions of use and service, products covered by this warranty shall be free from significant defects in material and workmanship for a period of 12 months from date of shipment or 15 months from date of manufacture, whichever date shall first occur as determined by our manufacturing serial number. The terms contained herein apply exclusively to purchases made after January 1, 1997.

This warranty is in lieu of any other warranties, express or implied, oral or written including, but not limited to, warranties of merchantability or of fitness for a particular purpose.

VENTEK INTERNATIONAL will repair or replace any part of its equipment which proves to be defective during normal use and service during the warranty period. Simply call the VENTEK INTERNATIONAL service department to arrange for service and receive service order number. Then ship or mail part or subsystem, postage paid to VENTEK INTERNATIONAL.

Your unit will be shipped or mailed, postage paid by VENTEK INTERNATIONAL, immediately upon repair of the returned unit.

If circumstances exist that the customer desires to have a loaner part or subsystem, arrangements can be made at the time arrangements are made for service. VENTEK INTERNATIONAL will ship, postage paid by VENTEK INTERNATIONAL immediately. There will be a flat rate charge for loaner parts or subsystems which will include VENTEK INTERNATIONAL payment of return postage.

Complete written information must be supplied to VENTEK INTERNATIONAL giving the model and serial numbers, or out-of-warranty date, and a description of the malfunction.

Repairs in the manner and for the period described above shall constitute the exclusive remedy and fulfillment of all liability of VENTEK INTERNATIONAL to the purchaser, whether based on contract, negligence, breach of warranty, or otherwise.

VENTEK INTERNATIONAL shall not be liable for consequential, special or incidental damages or damage resulting from electrical overload, negligence, accidents, vandalism or Act of God.

THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL VENTEK INTERNATIONAL BE LIABLE FOR ANY LOSS OF PROFITS OR ANY INDIRECT OR CONSEQUENTIAL DAMAGES ARISING OUT OF VENTEK INTERNATIONAL'S BREACH OF THIS WARRANTY OR ANY OTHER TERM OR CONDITION OF THIS AGREEMENT.

This warranty is given only for direct purchases from VENTEK INTERNATIONAL or authorized agent. No person is authorized to increase VENTEK INTERNATIONAL'S obligation beyond the warranty given herein.

---

## **EXHIBIT B**

### **Warranty and Support Plan Descriptions**

VenTek International products are protected for one year from the date of original purchase against defects in workmanship and materials pursuant to our Standard VenTek Product Warranty. Parts that prove to be defective within the first one-year warranty period will be repaired or replaced at the option of VCS.

Every system includes the SVPW, however, Direct Clients may elect to take advantage of VCS's enhanced support offerings, as well.

After the SVPW has expired, Direct Clients may choose to pay for support on a per service request basis (phone, email or onsite) or purchase VCS's one year Extended Support Plans.

Support plans are purchased on a per machine basis. Each of VCS support plans is described below and are subject to the general comments set forth below.

#### **One-year Essential Support Plan**

VCS's one-year Essential Support Plan may be purchased on its own or in addition to other plans offered by VenTek. Please see Exhibit D for costs. The amount is payable annually, in advance and includes:

- unlimited telephone and email support during regular business hours
- telephone support outside of regular business hours at a reduced rate of \$75 per service call
- free one-way standard shipping of repaired or replacement parts to Direct Clients
- hardware loaners are available for a reduced \$100 monthly fee while parts are in for repair

#### **One-year Complete Support Plan**

VCS's One-year Complete Support Plan may be purchased as an addition to the SVPW or after the SVPW as expired. Please see Exhibit D for costs. For multiple units, please contact your executive sales associate. The Complete Support Plan includes all of the features of the One-year Essential Support Plan plus:

- free replacement parts within the first year of ownership of a new, factory built pay station
- subsequent years free repair or replacement at the sole discretion of VCS
- free one-way next-day shipping of repaired or replacement parts to Direct Clients
- free quarterly maintenance kits to Direct Clients
- free access to routine, general releases of standard software/firmware updates (does not apply to any custom software/firmware applications)
- Free hardware loaners while Direct Client parts are in for repair

#### **One-year On-Call Assurance Plan**

VCS's One-year Assurance Plan may be purchased as an addition to any VenTek warranty or support plan. It provides guaranteed, onsite support if an issue has affected the ability of your automated payment system to accept payments properly. Up to 4 times per year, within 48 hours of issue notification (within normal business hours) if both VCS and the Direct Client determine that on-site assistance is required or after other support attempts have failed (whichever comes first), VCS will dispatch a qualified VCS Technical Support Representative to the Direct Client's premises where the Pay Station is located. The Technical Support Representative will arrive with the proper diagnostic tools necessary to troubleshoot the problem on site. If a VenTek Reseller is local to a Direct Customer's location VCS may provide a Technical Support Representative from that Reseller. If there is no VenTek Reseller in the area or they do not have a Technical Support Representative to provide, the Technical Support Representative will be provided directly by VCS. For pricing information on the Assurance Plan please contact VenTek Client Services.

### **General Conditions of Warranties and Support Contracts**

1. Repairs or replacement parts required as a result of rust or corrosion, damage due to accident, improper handling or operation, shipping damage, abuse, misuse, unauthorized repairs or attempted repairs, vandalism or "Acts of God" are not included.
2. Hardware is covered only during the first year under the Standard One-year Limited and to the extent indicated, under the One-year Frontline Support Contract. Proper maintenance records must be kept current and available for inspection by a VenTek Technical Support Representative or to be sent to VCS via email or snail mail upon request.
3. If a part repair becomes necessary Direct Client is to contact VCS and a Service Repair Order (SRO) number obtained before the part is returned to VCS. A copy of the SRO is to be included with the part when it is returned to VCS.
4. Normal business hours are 8am to 5pm, Pacific Time, Monday to Friday.
5. The VenTek Standard Product Warranty is in lieu of all other warranties expressed or implied, including warranties of merchantability and fitness for a particular purpose and excludes all liability for incidental or consequential damages for any cause whatsoever.
6. The VenTek Standard Product Warranty, the One-year Essential Support Plan, the One-year Complete Support Plan and the One-year Assurance Plan are covered under VCS's standard terms and conditions. VCS reserves the right to change the standard terms and conditions from time to time. However the changes will only apply to new warranty and support contracts entered into after the changes are made. All warranty and support contracts already in existence will be honored for the remainder of their terms.

## EXHIBIT C

### Response Guidelines

The table below represents guidelines for VCS's responses to the requests it receives for assistance. VCS's objective is to meet the guidelines for 75% of requests for assistance it receives.

Times shown represent time elapsed from initial call or email to VCS requesting assistance.

A day is a normal VCS business day, being 8am to 5pm Pacific Time, Monday through Friday excluding holidays.

| Ticket Case Severity | Target Response Time | Target Escalation to Development/Engineering if necessary | Action Plan | Target Resolution** (may include temporary fix w/permanent to follow) |
|----------------------|----------------------|---|-------------|---|
| EMERGENCY            | 2 HOUR               | 4 HOURS   | 8 HOURS     | 24 HOURS  |
| URGENT               | 4 HOUR               | 8 HOURS   | 24 HOURS    | 48 HOURS  |
| NORMAL               | 24 HOURS             | 3 DAYS  | 5 DAYS      | 10 DAYS   |
| LOW                  | 72 HOURS             | 5 DAYS  | 10 DAYS     | NEXT SCHEDULED RELEASE  |

\*\* The times listed in this chart are targets only and are not a guarantee that VenTek will respond or resolve an issue within the target time.

**Severity Level 1 - Emergency:** Client's unit(s) is down or performance is severely impacted due to but not limited to data loss or data corruption. No other work can continue until the issue is resolved. No workaround is yet available.

**Severity Level 2 - Urgent:** The product's function or network operations are impaired or unavailable. The client can still address other related issues, but a valid workaround is not yet available.

**Severity Level 3 - Normal:** A system or product function might have failed, but workflow is not impacted at the systems level. VenTek Technical Support knows about the issue and/or a workaround is available.

**Severity Level 4 - Low:** The client acknowledges that the issue is non-critical and considers resolution within the next maintenance or major release adequate. The customer can submit through Tech Support a Request for Enhancement (RFE) to modify existing products.

### Information Required for Support

You should be ready with the following information when contacting VenTek Support, either via phone, e-mail or Web:

- VenTek product serial number and unit(s) name
- Service contract number or/and SRO number
- Unit controller(s) firmware version level
- Detailed problem description
- The issue priority level that you believe is applicable

### Contact Information

Via Web: [www.ventek.mojohelpdesk.com](http://www.ventek.mojohelpdesk.com)  
 Log on using the ID and password provided

Via phone: Within U.S. & Canada; (707) 773-3373

Via e-mail: [techsupport@ventek.mojohelpdesk.com](mailto:techsupport@ventek.mojohelpdesk.com)

Via Fax: 1-707-773-3381

## EXHIBIT D

### FEES

| DESCRIPTION  | PRICE   |
|--|---|
| One Year Essential Support Plan<br>1 to 4 pay stations   | \$700 per pay station   |
| 5 or more pay stations, or power variety systems   | Please call for tailored pricing  |
| One Year Complete Support Plan<br>1 to 4 pay stations  | \$1,900 per pay station   |
| 5 or more pay stations, or power variety systems   | Please call for tailored pricing  |
| One Year Assurance Plan  | Please call for tailored pricing  |
| Telephone or email support:<br>During regular business hours<br>(8am to 5pm Pacific time, Monday to Friday,<br>excluding holidays) | \$75 per service request  |
| Outside regular business hours   | \$125 per service request   |
| Repair pricing (in-shop)   | \$75 per hour   |
| Onsite Support (including training & installation)   | Since each site & order is unique, your Sales Associate or Client Services Representative will provide pricing for your individual needs. |

Note: Fees for active support plans will not change during the term of the plan. Plan terms are for a period of 12 calendar months unless otherwise stated in the plan description. Fees are subject to change on new and renewing plans. We are also happy to tailor support to meet your specific needs. If you would like to discuss your unique situation and receive custom pricing for a tailored plan please contact us at (707) 773-3373.

## Prior Experiences and References

### **Orange County Parks**

System Size: Forty Plus (40+) Pay Stations  
Application: Beach Parking, Regional Parks Access  
Contact: System Operator  
*Mr. Kermit Kingsbury*  
Parking Concepts Inc.  
12 Mauchly, Bldg. 1  
Irvine, CA 92618  
949-753-7525  
email: [kkingsbury@pcioc.com](mailto:kkingsbury@pcioc.com)

See attachment for a positive third-party reference

### **Death Valley National Park**

System Size: Sixteen (16) Pay Stations  
Application: Beach Parking, Regional Parks Access  
Contact: System Operator  
*Mr. Marshall Pike*  
UPC Gate Services  
DVNP Service Project Manager  
2150 Main Street  
Suite 5  
Red Bluff, CA 96080  
Phone: 530-529-1512 office  
email: [mp@calparksco.com](mailto:mp@calparksco.com)

### **City of San Jose, California**

System Size: Twenty-Three (23) Pay Stations  
Application: Sports Event Parking, City Parking Lots  
Contact:  
*Mr. Matt Farrell*  
Parking Manager  
City Hall Tower 7th Floor  
200 East Santa Clara Street  
San Jose, CA 95113  
Phone: 408.975.3714  
email: [matthew.farrell@sanjoseca.gov](mailto:matthew.farrell@sanjoseca.gov)

## Prior Experiences and References Continued

### **City of Tampa, Florida**

System Size: Twenty-Five (25) Pay Stations  
Application: Sports Event Parking, City Parking Lots

Contact:

*Jim Corbett*

Parking Division Manager  
City of Tampa, Florida  
107 North Franklin Street  
Tampa, FL 33602

Ph: 813/274-8182 Fax: 813/274-8956

Email: [Jim.Corbett@tampagov.net](mailto:Jim.Corbett@tampagov.net)

### **Metro North Railroad, New York**

System Size: Approximately Twenty-Five (25) Pay Stations  
Application: Transit Parking Lots

Contact:

*Phil Petillo*

Asst. Director

Operations & Parking Services Business Development,  
Facilities & Marketing MTA Metro-North Railroad

Tele: 212.340.4934

Fax: 212.340.3165

Email: [petillo@mnr.org](mailto:petillo@mnr.org)



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**Kendra Jabbour**

## A fun day on a budget at Mile Square Regional Park in Orange County, CA

July 21st, 2010 4:37 pm PT



Photo: [orangecountyparks.com/photosstream](http://orangecountyparks.com/photosstream)

Guests can enjoy walking the paths or riding their bicycles

For those of you looking for a day out with the family that does not require a lot of spending, have we got the place for you. The Mile Square Regional Park. Located in Fountain Valley, this park is spread over 640 (yes, I said 640!) acres. Entering from the Euclid entrance, we liked this park right off the bat due to the fact that the entrance

ticket machines accept credit cards, which in this day in age helps a lot. With a low admission price of \$3 during the week and \$5 on the weekends, this park is a super cheap fun day out.

Once inside the gates, the long a windy road takes you through the beautiful landscapes. This park has many places to spend your time. For those of you looking to relax, there are many places to spread out a blanket or sit at a bench. The grassy areas are very inviting with trees to shade you. For the kids there are plenty of activities to choose from. The kids playground is a great way to get their energy out. The park also hosts two lakes, full of ducks and birds for the kids to watch and feed. Fishing is also allowed at this lake. Stocked with trout, guests can fish as long as they have a fishing license. The park also has pedal boat rentals as well as bicycles.



Photo: Alysa Brennan

Kids can feed the ducks in the lake and bird watch.

Full of walking paths, shelters and picnic benches, the Mile Square Regional Park made a day with the family a relaxing day out. We enjoyed walking on to what we called "the island", which was an area in the middle of the lake that you can walk to over a small bridge and look around. The kids enjoyed seeing the names of the plants displayed. Restrooms are all over the park, as well as fire rings and barbecues. We even saw ice cream carts walking through with cold treats for sale. With soccer fields, baseball diamonds and even an archery range, the Mile Square Regional Park was a perfect place for us to take a picnic lunch and relax while the kids had fun. So pack up some sports gear and some lunch and spend a day at the park!

The Mile Square Regional Park is located at 16801 Euclid Fountain Valley, CA 92708.

For more information on the park hours and activities visit <http://www.ocparks.com/milesquare/default.asp?Show=Introduction>

#### Mom's \$5 Wrinkle Trick

Dermatologists don't want you knowing about this skin care secret  
[lookbeauty.com](http://lookbeauty.com)

#### 1 Weird Tip To Belly Fat

Follow This 1 Rule And Lose 13lbs In 14 Days.  
[NewsHealthAlerts.com](http://NewsHealthAlerts.com)

#### Mortgage Rates Hit 2.99%

If you owe less than \$729k you probably qualify for govt Refi Programs  
[www.SeeRefinanceRates.com](http://www.SeeRefinanceRates.com)



### **Kendra Jabbour**

San Bernardino Family Entertainment Examiner

Kendra Jabbour, a working mother of four, is the creator of the Facebook group "Being a Mom IS a job. and when is MY Break". Raising four children...  
[Read more](#)

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[San Bernardino Family Entertainment Examiner RSS](#)

## Manufacturer's General Statement of Experience:

VenTek International ("VenTek") of Petaluma, CA combined forty-nine (49) years of Automated Pay Station (APS) manufacture with over one hundred collective years of communications engineering and product development experience when it became part of the Caracal Group of companies ("Caracal") on August 1, 2003, expanding research and development efforts with our new sister engineering firm named Caracal Technologies Inc. operating in Vancouver, B.C.

The result was that VenTek's long history of world leadership in APS manufacturing is now complimented by Caracal's highly-experienced communications engineers. Over the last twenty (20) years Caracal has developed a wide range of products:

1. 802.11a Wireless LAN software development
2. digital cellular phone development
3. 802.16 Metropolitan LAN software development
4. paging network equipment development
5. protocol conversion equipment development

### 1.1 Personnel Capability/Commitment of Resources:

#### 1.1.1 VenTek Expertise

VenTek's strength is in our engineering expertise. Collectively our team has one hundred years of experience in the development of wired and wireless networked communications and related products. Our past projects with VenTek and other affiliations include development of paging networks, point of sale communications for the parking and transit industries and the development of 802.11 and 802.16 wireless networks. In 2004 our M400 and SYS VI parking Pay Stations entered the wireless world – communicating with our server, the VenTek Central Controller Unit via digital cellular or 802.11 LAN. The VenTek team is second to none when it comes to tailoring our solution to a customer's specific need. At your request, we can provide more information regarding our past and ongoing engineering projects.

#### 1.1.2 VenTek Personnel

For this project the following "front-line" personnel will be assigned:

| Role                                    | Name                 | Experience (years) |
|---|----------------------|--------------------|
| CEO/ CTO                                | Gary Catt, P.Eng.    | 26                 |
| Installation/ Training/ Project Manager | Raymond Lucas        | 16                 |
| Senior Pay Station Engineer             | Mart Weemees, P.Eng. | 25                 |
| Product Development/Network Admin       | Davey Hudson         | 20                 |
| Application Engineer                    | Matt Taylor          | 10                 |
| New Product Manager                     | Aldo Quezada         | 10                 |

The complete VenTek team includes the following people. Resumes can be provided at your request.

Mr. Gary A. Catt, P.Eng. Gary is the president of VenTek International as well as president and founder of the Caracal Group of companies. His more than 25 years of experience in embedded software development and communications engineering, including projects with state-of-the-art wireless and controller applications. He has been involved in a hands-on capacity in most recent VenTek installations, including wireless parking networks at Brockton, Massachusetts, Arizona State University, Pinellas County Florida and Texas A&M.

Mr. Raymond Lucas. Ray is the Project Manager and online systems development coordinator for VenTek International. Ray has 16 years experience in accounts management and over the last five years has taken over responsibility for the expansion and administration of VenTek's online systems portfolio.

Mr. Mart Weermes, P Eng. Mart has more than 20 years experience in the telecommunications field with Nortel Networks, Digital Dispatch and Caracal Technologies, Inc. In his present capacity, Mart is the senior resource engineer for implementation of VenTek's various parking network installations.

Mr. Matthew Taylor, BSc (Computer Science). Matt has several years of experience with VenTek International and is Petaluma's resident expert in Pay Station software. Matt has been an integral part of all of our networked pay station installations and his knowledge will be called upon during implementation of your pay station network.

Mr. Aldo Quezada, MA (Industrial Design). Aldo is the New Product Manager for VenTek International. He has 10 years of experience in Mechanical Design, Process Engineering and Project Management. Aldo's primary responsibility is the management of mechanical solutions development and the transitioning of new products into manufacturing production.

Mr. Davey Hudson. With over twenty years in the field of automation, Davey provides product development, network administration and systems integration for VenTek International. Davey's automation background includes experience as a nuclear submariner with the US Navy and as an automation systems designer with the Lawrence Berkeley National Laboratory's Human Genome Center.

Mr. Calvin Chow, BSc (Computer Engineering). Calvin has over 12 years of experience in embedded software development. He was a lead engineer in development of the first electronic parking meters accepting credit card transactions and is a key member of our present engineering team.

Mr. Sergei Slobodov, MSc. (Computer Science, Physics). Sergei has 15 years of experience in real time embedded system development, focusing on wireless communications in a variety of networks: 802.11, 802.16, NPCS, Digital Cellular, etc.

Mr. Martin R. Childs, BSc (Honors Engineering). Martin has over 12 years of experience in embedded software engineering and was the lead engineer in development of the Caracal ERCS server, a progenitor of VenTek's parking server, presently in use at West Coast Express, a commuter railroad in the Vancouver, BC Canada.

## **VenTek Capabilities**

### **Sub Consultants**

VenTek International will not use any sub consultants when working with the Town of Rye on the "Rye Town Park Revenue Collection System" project.

### **Current Workload**

VenTek International is staffed to assist directly with the design, build, implementation and installation of pay stations purchased directly from the factory. Our factory trained technicians are skilled in installation support, initialization of new systems onsite, and complete customer training for operation, maintenance and collection procedures.

VenTek has installed revenue collection systems for counties, municipalities, transit agencies, college and universities and private operators throughout the United States and Canada. We can provide complete installation or simply a supportive role allowing customers to save money on their installation costs when they have qualified staff and equipment at their disposal.

VenTek tailors our support to your needs so that customers have the flexibility to decide the importance of time and costs to their specific project.

## **VenTek International Proposal Technical Response to:**

### **TOWN OF RYE REQUEST FOR PROPOSALS (RFP) FOR RYE TOWN PARK REVENUE COLLECTION SYSTEM**

#### **VenTek Response:**

VenTek International ("VenTek") has read the Town of Rye's (the "Town") *Request for Proposals (RFP) for Rye Town Park Revenue Collection System*. In response, VenTek is offering in this proposal a Parking Meter Revenue System ("PMRS") at competitive prices that we feel can best meet and in some cases exceed the expressed requirements of the Town in this RFP. As part of our proposal, VenTek commits to work with the Town to offer ancillary or additional product integration and technological advancement of online systems and products with those of the Town, including T2 Systems products, if desired.

VenTek is offering the Town a base Pay Station product that meets all of the "Scope of Services Required" stated in the RFP documents, and also provides optional offerings on a "pick and choose" basis. The base machine operates fully online and accepts coins and electronic payments (credit/debit cards). To complement the automated pay stations during times of exceptional parking demand, our Mobile Payment Handheld payment system will allow Parking Attendants to provide permits to parkers in the outlying areas not easily handled by automated pay stations. The Mobile Payment Handheld will accept credit cards for payment, and integrate with the pay stations to track all transactions which generate a permit (credit or cash). Optional product features include: bill acceptance, change-giving, electronic coupons, etc. for the prices provided in the Pricing Section.

More specifically, the VenTek offering features electronic Automated Pay Stations ("APS") technology for pay-by-space or pay-and-display applications. VenTek products have been manufactured for fifty (50) years, during which time VenTek has become a world leader in this form of automation. In the early years, VenTek machines were operated in off-street settings where high transaction volume and change-giving were their hallmark features. However, in 1996 VenTek deployed its industry workhorse, the Model 400 ("M400"), for the first time in the City of Tempe, Arizona (33 machines) and then in the UC Riverside, California (38 machines). Recently the City of San Jose, California has deployed seventeen (17) VenTek machines in an on-street configuration to augment their existing VenTek off-street Pay Station network. These units all feature battery-powered, solar-charging operation, do not provide change but remain capable of the high transaction volumes for which they were designed.

VenTek is proposing its state-of-the-art Pay Station, the *venSTATION*, which combines a sleek new "small footprint" design with the power and flexibility of the VenTek's powerful *venVUE*® Enterprise Remote Management software system.

Throughout the evolution of VenTek's APS product line, a usability approach has been developed that differs fundamentally from comparable products. Specifically, VenTek machines employ the ubiquitous user interfaces, adopted by ATM and gas pump technologies, that appeal to the average person's understanding of these forms of automation. In fact, in side-by-side comparisons people have predominantly rated the VenTek product as "easier to use". This translates into higher user satisfaction and more revenue for the equipment owners – i.e. "you", the Town. VenTek's state-of-the-art implementations now feature fully software-configurable Pay-and-Display ("PND") and Pay-By-Space ("PBS") online operational modes that employ a variety of real-time communications technologies. Both wireless and wired communication mediums are supported as follows:

1. Digital Cellular Wireless (WWAN)
  - a. GSM/GPRS [AT &T/T-Mobile]
  - b. CDMA/EvDO/1xRTT [Verizon/Sprint]
2. WiFi Wireless (WLAN)
  - a. WPA
  - b. WPA2, and
3. Ethernet (wired LAN)
  - a. DSL
  - b. Cable
  - c. Satellite

VenTek APS units and electronic payment technologies are currently deployed across North America in a variety of municipal, federal, and state applications in parking, transit and Parks and Recreation settings. Pay-By-Space ("PBS") and Pay-And-Display ("PND") are the operational modes typically employed in the parking applications in which VenTek machines are operated.

### ***1. Revenue Collection System***

VenTek is offering a Revenue Collection System ("RCS") consisting of an Internet-based interconnected network of APS machines and a hosted central communications server. Each APS unit in the system operates in a fully-online fashion and provides real-time credit/debit/value card processing and validation services. Additionally, this online interface can provide maintenance and security notifications to "on the ground" personnel via an email/paging facility in the VenTek system's central server "venCENTRAL."

This "back-end" VenTek system server consists of a state-of-the-art communication and enterprise database facility that provides functions such as consolidated revenue reporting, payment processing and Pay Station rate and configuration control. Monitoring, control and management of the RCS is managed through VenTek's web-based *venVUE*® software from any PC with an Internet connection. *venVUE*® also offers a complete reporting suite for access to revenue, maintenance and other system-related data.

#### ***1.1 PCI Compliance***

VenTek is PCI-DSS and PA-DSS compliant and is certified by the PCI Standards Council. VenTek is a Level 1 service provider. Note that in tandem, VenTek's two PCI data security

certifications represent the strongest in the industry. The PA-DSS Certification Program was introduced in September 2008 and far outstrips its predecessor PABP. Given the complexity and technical challenges associated with achieving these certifications simultaneously, VenTek will likely be one of the few companies with this certification pair for quite some time. In the eyes of the PCI Standards Council this puts VenTek on the highest data security tier of any payment system provider. See VenTek's name on the Visa listing of PCI certified service providers: <http://usa.visa.com/download/merchants/cisp-list-of-pcidss-compliant-service-providers.pdf>.

### 1.2 VenTek Online System Extensions

The VenTek online system can be "connected" to other server-based systems to extend its functionality. Although the VenTek system operates autonomously from other such server-based systems it can provide Application Interfaces (API) that allows further functional extensibility such as connection to cell phone payment servers and enforcement handheld companies among others.

### **2. Automated Pay Stations ("APS")**

VenTek is proposing its state-of-the-art *venSTATION TVM* and *ATB* Automated Pay Station products and their supporting Online System and software to meet the Town's parking and transit fee collection needs. The *venSTATION TVM* with its modern appearance, and the *venSTATION ATB*, with its compact footprint, provide an exceptional aesthetic for the Town's on-street setting. The *venSTATIONS'* stylish looks and extensive functionality are complemented by its high-performance payment processing capabilities. With their strong set of online options and capabilities, VenTek feels that the *venSTATION* products will meet the needs of the Town for years to come.

### **3. *venVUE*® Facility Management System ("FMS")**

The VenTek Online System provides extensive information to the user via the browser-based *venVUE*® Facility Management Software System. The *venVUE*® application allows remote configuration of pay stations, remote monitoring of pay station status and health, consolidated reporting for revenue collection and all other financial information, reporting for enforcement purposes, and configuration of multiple *venVUE*® user accounts. Please see the *venVUE*® User Manual provided with this proposal.

### **Ten (10) Good Reasons to Choose the VenTek System**

Additional reasons to consider a VenTek Online System include but are not limited to:

1. VenTek is the longest-standing North American producer of MSM products.
  - a. There are more VenTek units installed across a variety of industrial settings than any other vendor.
2. VenTek has long been on the cutting edge of technology in the industry. Some of their firsts have been:
  - a. First wireless analog cellular real-time communication interface
  - b. First fully online for real-time credit card transactions
  - c. First with electronic bill validation

- d. First automated payment system provider to complete the PA-DSS certification tests
3. VenTek has the fastest payment transaction speed in the industry.
4. VenTek uses a familiar ATM-style user interface.
  - a. Largest text on screen (helps the visually impaired)
  - b. Straightforward options are presented to the customer
  - c. Patrons are able to transact quickly and efficiently
  - d. VenTek MSM units have the brightest displays in the industry for easy visibility.
5. VenTek features a familiar Gas Pump credit card reader interface
  - a. In side-by-side comparisons, VenTek units have proven more intuitive and easier to use than competitors' units.
  - b. VenTek machines generate more revenue through ease of use.
6. VenTek are easy on your budget and good for the Earth
  - a. VenTek function with ultra-low power usage for greener business operations.
  - b. VenTek offers a solar-powered option for an even smaller carbon footprint.
  - c. Lower energy usage means monthly savings.
7. In addition to the comprehensive local service, VenTek has an exceptionally skilled and capable technical support team operating directly out of its California factory, its new East Coast Support Center or its other Distribution and Service Centers across the USA and Canada.
8. We provide both phone and onsite technical support.
  - a. Three (3) time zones are covered: Pacific, Central and Eastern
  - b. During normal business hours, our capable Technical Support staff will be available to answer your questions and provide helpful tips.
9. When you use VenTek online products, you get the benefit of the most powerful Wide-Area Network WAN-based automated payment system in the industry.

**SCOPE OF SERVICES REQUIRED**

The Town of Rye is seeking a qualified Submitter to design and provide a revenue collection system for parking and beach admission for Rye Town Park, as follows:

1. **Parking Automation:** The Submitter shall be responsible for the design, provision, and installation of automated parking and revenue collection equipment and systems. The parking system may be operated by cashiers, or allow for cashier-free operation or a combination of the two. The Town is open to considering a variety of systems - the Submitter shall explain how the proposed system would operate.

**VenTek Response**

VenTek proposes a blend of existing infrastructure with new technology. VenTek automated pay stations (venSTATION) can support the fee collection of parking and beach access.

6 venSTATION Solar Pay Stations throughout the main parking area will handle normal parking fee collection in a pay-and-display format. Parkers will pay with credit card or cash, and receive a printed permit to display on dash.

3 venSTATION A/C Pay Stations, one installed at each beach entry location will allow beach patrons to pay for access and receive a receipt. This receipt may then be provided to the attendant who will exchange for a wrist bracelet.

3 to 5 Mobile Payment Handheld ("MPHH") units will allow parking attendants while assisting customers into overflow areas to also transact a parking purchase. The customer will provide the attendant with cash or credit card. The attendant will swipe the card on the MPHH, or select the cash payment option to generate a printed permit.

VenTek believes that this design will allow for customers to benefit from an open parking system (easy in/easy out), but for the Town of Rye to better control and reconcile the payments collected for parking. With this new automation some positions may no longer be needed, however this design allows for some Town of Rye parking positions to continue and for these persons to retain their employment. All permits generated will be uniquely identifiable by terminal (APS or MPHH). All cash collected for permits generated will be auditable. This system is also scalable so that during seasonal operation the system may be fully automated (APS operation only), but at peak times ramp up with the MPHH to support the added demand. Also during off-season the APS units can continue to operate and collect revenue.

2. **Beach Admission:** The Submitter shall be responsible for the provision and installation of revenue control equipment and systems for beach admission. Unlike the parking automation requirement, the proposed beach admission system does not

have to be automated, and may be operated by cashiers, or may allow for cashier-free operation or any combination of the two. The Town is open to considering a variety of systems - the Submitter shall explain how the proposed system would operate.

**VenTek Response**

3 venSTATION A/C Pay Stations, one installed at each beach entry location will allow beach patrons to pay for access using cash or credit card and receive a receipt. This receipt may then be provided to the attendant who will exchange for a wrist bracelet.

3. **Revenue Collection:** The proposed system must meet or exceed the highest industry standards for revenue control and accountability. The proposed system must accept payment for parking and beach admission in any of the below formats:

- a. Cash payment
- b. Credit Cards / Debit Cards
- c. Prepaid Permit Cards or Membership Cards
- d. Payment in advance
- e. Promotional programs offered by management

The Submitter must include an explanation of how the system will result in controlled and verifiable revenue collection.

**VenTek Response**

VenTek equipment may accept many forms of payment including:

1. Cash payment
2. Credit Cards / Debit Cards
3. Authentication Cards (magstripe/HID Cards)
4. Loyalty/Stored Value Cards
5. Payment in advance

Both the APS equipment and the MHPP equipment allows for rate programs of various complexities to be used. While we cannot commit to providing fee payment access for every type of electronic form of payment currently possible, VenTek is able to work with our customers to provide new solutions when necessary. Depending on the types of electronic payment/validation the Town of Rye is interested in accepting, VenTek can commit to working with the Town to develop and implement this technology if it does not currently exist in our payment matrix. This development and implementation would be outside the scope of work presented in this bid, and would carry additional costs to the Town of Rye.

All permits generated will be uniquely identifiable by terminal (APS or MPH), time of day, date, cost of permit, and method of payment. The Automated Pay Stations have secure canisters for coins and bills, and all transactional data is uploaded in

real-time to the venCENTRAL database where it is visible using the secure, web-portal venVUE. All cash collected for permits generated using the Mobile Payment Handheld will be auditable based on terminal ID assigned to each unit, and its transaction history which is uploaded in real-time to the venCENTRAL database where it is visible using the secure, web-portal venVUE.

For additional information please see the *venVUE*® User Manual provided on CD with this proposal.

**4. Differential Pricing:** The proposed system must allow for differential fees to be charged based on a variety of factors, including but not limited to:

- a. Resident/Non-Resident status
- b. Senior status
- c. Child status
- d. Discounted memberships
- e. Promotional programs
- f. Time of day
- g. Day of week
- h. Season of year
- i. Authorized personnel

The Submitter must include an explanation of how the above discount categories will be verified by the system, and how this process will be controlled.

**VenTek Response**

The VenTek Revenue Collection Systems are programmable for multiple rates during time of day, date, and special criteria such as resident/non-resident or senior or child. As covered in Section 3, VenTek has the ability to interact with a number of different media; proximity cards and magstripe cards for example. For example, VenTek may use new programming technology to read and validate a magstripe card for resident authentication, or use its existing electronic coupon feature to allow the Town to provide a unique number to each, registered citizen for use at the pay stations. By presenting this code, the resident would receive a discount based on their paid status. This electronic coupon system is in use at many locations currently to provide special or reduced pricing for customers.

The ability for an APS to verify that a senior purchase was in fact purchased by a senior is not currently possible. The system can, however, designate the type of permit purchased (i.e. child, senior) and display this on the printed permit. For beach access the attendants would be able to confirm that the proper permit was purchased.

For additional information please see the *venVUE*® User Manual provided on CD with this proposal.

5. **Intercom / Help System:** The proposed parking system must include a "help" button activated by push of a button on the exit or entry device. The system must allow communication with personnel at, a beach cashier booth, the administrative office, or other location designated by park management. The Submitter must include explanation of how the intercom/help system would work.

**VenTek Response**

VenTek Automated Pay Stations do not include intercom/help systems. These devices may be installed as free-standing, separate components. It is our belief that a parking device should do simply that, provide an easy, quick payment solution for operators and their customers. With the use of cell phones by the majority of people today, a simpler and less expensive solution is to list the contact details on the front of the machine.

Should this be required, exiting technology may be added to the APS, however additional technical components would most likely be required such as hardwired internet connectivity and electrical power for each location requiring this help system.

6. **Reporting Requirements:** The proposed system must store and maintain data on revenue and admission numbers in real-time, and allow for reports and analytics. The system must allow for back-up of all data in an off-site location. The Submitter must include explanation of how the data will be made available to authorized personnel, and include samples of reports and analytics.

**VenTek Response**

The VenTek Online System provides extensive information to the user via the browser-based *venVUE*® Facility Management Software System. The *venVUE*® application allows remote configuration of pay stations, remote monitoring of pay station status and health, consolidated reporting for revenue collection and all other financial information, reporting for enforcement purposes, and configuration of multiple *venVUE*® user accounts.

For additional information please see the *venVUE*® User Manual provided on CD with this proposal.

7. **Audit Trail:** The proposed system shall maintain an audit trail file of all operator, cashier, and administrator activities. The Submitter must include explanation of how an audit trail will be maintained.

### **VenTek Response**

The VenTek Revenue Collection System provides extensive and complete audit controls. Every transaction is recorded at the pay station and electronically transmitted to the venCENTRAL database. Every form of payment inserted at each Automated Pay Station is recorded and electronically transmitted to the venCENTRAL database. During collection, a cashbox report is automatically generated showing the total cash collected and stored in the bill vault and coin bag. Each cashbox report is sequentially numbered, and its details are uploaded to the venCENTRAL database immediately upon cash collection. Credit card transactions are uploaded and processed electronically. No human intervention is necessary for credit card processing and settlement.

For additional information on these reports, please see the *venVUE®* User Manual provided with this proposal. For additional information on the cash collection process, please see the *venSTATION®* User and Operation Manuals provided with this proposal.

8. **Security of System:** The Submitter must include an explanation of how the system is rendered secure, and what steps would be taken to protect against tampering or disabling of system.

### **VenTek Response**

1. The venSTATION Cabinet is constructed of 10 gauge cold rolled steel with ¼" stainless steel security reinforcement around the lock area of door.
  2. The venSTATION Cabinet has one locking point that actuates a five point stainless steel locking system, requiring a key and a hex wrench to open.
  3. The door open sensor is set to activate when the front door is opened 1/8" or more. A silent alarm can be configured to send email/text alerts to warn staff of a door open event.
  4. The venSTATION Cabinet lock is a Medeco Lock keyed with a proprietary combination exclusively for new installations.
  5. Each cash collection device (bills, coins) has a double locking, security system; one lock protects the cash storage area, the other locks the cash collection device to the pay station.
9. **Maintenance of System:** The proposal must include a maintenance and service contract to keep all equipment in a functional state. The Submitter must explain what repairs / support would be provided by the Submitter, and what repairs would be the responsibility of the Town of Rye.



BUY AMERICAN  
Phone: (707) 773-3373  
Fax: (707) 773-3381  
Web: [www.VenTek-intl.com](http://www.VenTek-intl.com)

### **VenTek Response**

VenTek International has designed our Automated Pay Stations not only to be reliable and customer friendly, but also easy to support and operate for their owners. VenTek offers a variety of Service and Support plans to meet our individual customer needs. We can provide a full service support package, or assist in reducing customer support costs by training them on their new systems and providing troubleshooting tips and procedures. Our Technical Support Group is also available to assist in more complex issues should they arise. Included with every pay station purchase is a 1 year parts warranty and 3 months of Technical Support. Additional warranty and support plans are available for additional cost.

For additional information on our Service and Support programs, please see our Standard Warranty and Service and Support Descriptions included with this proposal under Section 3 – Standard Product Warranty.

## Workplan/Methodology

**Step 1) VenTek has been selected as the vendor.**

**Step 2) Initial System Design**

Based on detailed pay station location information and preferred financial institution information from the customer:

- a) propose a networking methodology for use at each pay station location
- b) propose a mounting method for each pay station
- c) propose a credit card processing gateway access method
- d) propose a hosted central server implementation for initial roll-out
- e) propose pay station settings (rate schedules) to the customer

**Step 3) Review the initial system design with the customer**

**Step 4) Network tests**

- a) Perform wireless pay station location survey
  - a1) select wireless network equipment in consultation with the customer
  - a2) determine a network authentication method compatible with both the customer's network and pay station equipment
  - a3) determine network accessibility at each wireless pay station location using hardware equivalent to the final installation
- b) Fiber media converter test (if applicable)
  - b1) select 100Base-TX/FX media converters in consultation with the customer
  - b2) test 100Base-TX/FX media converters compatibility with customer equipment and fiber media

**Step 5) Credit card authorization mechanism test**

- a) obtain credit card authorization configuration information from the customer
- b) test credit authorization using the specified configuration

**Step 6) Final system design and detailed schedule**

- a) based on the results of previous steps propose a final system design
- b) based on the customer priorities propose a detailed roll-out schedule

**Step 7) Review the final system design with the customer**

**Step 8) Install a remote hosted central server interface**

- a) install the server
- b) install client software for server users

**Step 9) Train the customer on server/client software and pay station operation**

**Step 10) Roll-out a first set of pay stations**

**Step 11) Address any initial roll-out issues**

**Step 12) Final deployment**

- a) perform additional pay station deployments
- b) enable final pay station set on the system server



BUY AMERICAN  
Phone: (707) 773-3373  
Fax: (707) 773-3381  
Web: [www.ventek-intl.com](http://www.ventek-intl.com)

## Timeline

The below timeline is for the Town of Rye, RFP for Rye Town Park Revenue Collection System and is based entirely on the official award date of the above project.

|  |                   |
|--|-------------------|
| Step 1) VenTek has been selected as the vendor .....                                 | February 14, 2011 |
| Step 2) Initial System Design .....  | February 18, 2011 |
| Step 3) Review the initial system design with the customer .....                     | February 18, 2011 |
| Step 4) Network tests.....   | March 15, 2011    |
| Step 5) Credit card authorization mechanism test .....                               | March 15, 2011    |
| Step 6) Final system design and detailed schedule .....                              | March 15, 2011    |
| Step 7) Review the final system design with the customer .....                       | March 15, 2011    |
| Step 8) Install a remote hosted central server interface .....                       | April 15, 2011    |
| Step 9) Train the customer on server/client software and pay station operation ..... | April 18, 2011    |
| Step 10) Roll-out a first set of pay stations .....                                  | April 18, 2011    |
| Step 11) Address any initial roll-out issues .....                                   | April 20, 2011    |
| Step 12) Final deployment .....  | May 1, 2011       |



**VenTek International**  
1260 Holm Road, Suite A  
Petaluma, CA 94954

# CONFIDENTIAL

## Rye Town Park Revenue Collection System Pricing

PREPARED DATE: 1/25/2011

**Town of Rye**  
**Town Clerk, Town Hall**  
**10 Pearl Street**  
**Park Chester, NY 10573**

Thank you for considering VenTek International to quote your revenue collection needs.

| ITEM  | PARKING EQUIPMENT  | QTY | PRICE       | Extended PRICE       |
|---|--|-----|-------------|----------------------|
| 1   | venSTATION EC Solar<br>(includes machine configuration, solar, bills, coins, credit card, online, ADA) | 6   | \$11,995.00 | \$71,970.00          |
| 2   | venSTATION EC A/C<br>(includes machine configuration, bills, coins, credit card, online, ADA)          | 3   | \$10,995.00 | \$32,985.00          |
| 3   | Mobile Payment Handheld<br>(attended cash and credit card payment, mobile printer for permits)         | 5   | \$3,500.00  | \$17,500.00          |
| 4   | Additional Insured on Insurance Policy   | 1   | \$150.00    | \$150.00             |
| 5   | Shipping (for all equipment)   | 1   | \$5,500.00  | \$5,500.00           |
| <b>Extended Subtotal</b>  |  |     |             | <b>\$ 128,105.00</b> |
| <b>INSTALLATION AND TRAINING FEES</b>   |  |     |             |                      |
| 6   | Full Install (including anchor, delivery and placement)  | 1   | \$12,995.00 | \$12,995.00          |
| 7   | Support Install<br>(no physical labor, only setup, component install and configuration)                | 1   | \$7,995.00  | \$7,995.00           |
| <b>ANNUAL &amp; OPTIONAL FEES / Software</b>  |  |     |             |                      |
| 8   | Data Hosting Fee (Monthly)/Meter   | 9   | \$45.00     | \$4,860.00           |
| 9   | Digital Cellular Communication Fee (Monthly)/Meter   | 14  | \$45.00     | \$7,560.00           |
| 10  | Merchant Software License (Annual)   | 1   | \$2,295.00  | \$2,295.00           |
| 11  | venVUE User License(Annual)  | 1   | \$495.00    | \$495.00             |
| 12  | Additional venVUE User License (Annual) Optional   | 1   | \$295.00    | \$295.00             |
| 13  | Mobile Handheld Licensing/Data Hosting (Annual)/Device   | 5   | \$495.00    | \$2,475.00           |
| <b>Extended Subtotal</b>  |  |     |             | <b>\$ 17,980.00</b>  |
| <b>(Subtotal does not include additional venVUE user fees)</b>                                      |  |     |             |                      |
| <b>EXTENDED BID PRICE</b>   |  |     |             |                      |
| 14  | venSTATION EC Solar  | 6   | \$11,995.00 | \$71,970.00          |
| 15  | venSTATION EC A/C  | 3   | \$10,995.00 | \$32,985.00          |
| 16  | Mobile Payment Handheld  | 5   | \$3,500.00  | \$17,500.00          |
| 17  | Installation   | 1   | \$12,995.00 | \$12,995.00          |
| 18  | Annual Fees  | 1   | \$17,980.00 | \$17,980.00          |
| <b>Total Extended Bid Price</b>   |  |     |             | <b>\$153,430.00</b>  |
| <b>SPARE PARTS</b>  |  |     |             |                      |
| 19  | Pay Station Controller   | 1   | \$1,825.00  | \$1,825.00           |
| 20  | Pay Station Thermal Permit/Receipt Printer   | 1   | \$1,347.00  | \$1,347.00           |
| 21  | Pay Station Card Reader  | 1   | \$375.00    | \$375.00             |
| 22  | 1x4 Alphanumeric keypad  | 1   | \$130.00    | \$180.00             |
| 23  | 3x4 Alphanumeric keypad  | 1   | \$180.00    | \$180.00             |
| 24  | Coin Validator   | 1   | \$230.00    | \$230.00             |
| 25  | 40 ah Solar Battery  | 1   | \$169.00    | \$169.00             |
| 26  | Standard Ticket Roll (per unit price will decrease if you purchase 4 or more)                          | 1   | \$75.00     | \$75.00              |
| <b>Notes:</b>   |  |     |             |                      |
| (1) PCI Compliant   |  |     |             |                      |
| (2) ADA Compliant height and control reach  |  |     |             |                      |
| (3) Factory supported one (1) year warranty   |  |     |             |                      |
| (4) Excludes electrical or concrete work for site preparation unless Full Installation is selected. |  |     |             |                      |
| (5) Quotation in US funds   |  |     |             |                      |
| (6) Custom ticket rolls available   |  |     |             |                      |
| (7) MADE IN THE USA   |  |     |             |                      |
| <b>End User (s): Town of Rye</b>  |  |     |             |                      |

## **STATEMENT AND CERTIFICATION OF NON-COLLUSION:**

### **COMPLIANCE WITH SECTION 103-d of GENERAL MUNICIPAL LAW**

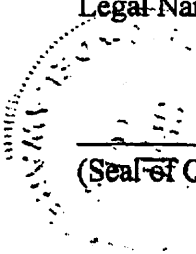
#### **ALL SUBMITTERS MUST COMPLETE AND SIGN:**

1. By submission of this proposals, each Submitter and each person signing on behalf of any Submitter certifies, and in the case of a joint proposals, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief:
  - a. The prices in this proposals have been arrived at independently without collusion, consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any Submitter or with any competitor;
  - b. Unless otherwise required by law, the prices which have been quoted in this proposals have not been knowingly disclosed by the Submitter and will not knowingly be disclosed by the Submitter prior to opening, directly or indirectly, to any other Submitter or to any competitor; and
  - c. No attempt has been made or will be made by the Submitter to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restricting competition.
2. A proposal shall not be considered for award nor shall any award be made where (1) (a), (b) and (c) above have not been complied with; provided, however, that if in any case the Submitter cannot make the foregoing certification, the Submitter shall so state and shall furnish with the proposals a signed statement which sets further in detail the reasons therefore. Where (1) (a), (b) and (c) have not been complied with, the proposals shall not be considered for award nor shall any award be made unless the Town Attorney, or its designee, determines that disclosure was not made for the purpose of restricting competition.
3. The fact that a Submitter has published price lists, rates, or tariffs covering items being procured, has informed prospective customers of proposed or pending publication of new or revised price lists for such items, or has sold the same items to other customers at the same prices being proposals, does not constitute, without more, a disclosure within the meaning of paragraph 1 above.
4. Any proposals hereafter made hereunder by a corporate Submitter for work or services performed or to be performed by, goods sold or to be sold, where competitive bidding is required by statute, rule regulation, or local law, and where such proposals contains the certification referred to in paragraph 1 above, shall be deemed to have been authorized

by the Board of Directors of the Submitter, and such authorization shall be deemed to include the signing and submission of the proposals and the inclusion therein of the certificate to non-collusion as the act and deed of the corporation.

Dated 1/24/2011

Caracal Enterprises LLC dba VenTek International  
Legal Name of Person, Firm or Corporation.

 (Seal of Corporation) Caracal Enterprises LLC  
Doing Business As  
VenTek International  
12100 A Holm Road

Petaluma, CA 94954  
Business Address of Person, Firm or Corporation

By: \_\_\_\_\_

Signature

Gary Catt

ALL SUBMITTERS MUST COMPLETE AND SIGN:

NON-COLLUSIVE PROPOSALSDING CERTIFICATION SUBMITTER INFORMATION

Submitter to provide information listed below: (Please print)

Submitter Address: Caracal Enterprises LLC  
DBA VenTek International  
1260 Holm Road, Suite A  
Petaluma, CA 94954

Federal Identification No.: 20-0142785

Name of Contact Person: Nubia O'Hare

Phone # of Contact Person: (707) 773-3373

**If Submitter is a Corporation:** Caracal Enterprises is a Limited Liability Corporation

President's Name & Address: Mr. Gary Catt

Secretary's Name & Address: \_\_\_\_\_

Treasurer's Name & Address: \_\_\_\_\_

**If Submitter is a Partnership:**

Partner's Name & Address:  
\_\_\_\_\_

Partner's Name & Address:  
\_\_\_\_\_

**If Submitter is a Sole Proprietorship:**

Owner's Name & Address:  
\_\_\_\_\_

### MINORITY AND WOMEN-OWNED BUSINESS CERTIFICATIONS:

In order to monitor minority and women-owned business enterprise (MWBE) participation in the Town of Rye's solicitation and procurement processes, we request that you answer the questions below. If you do not answer the questions, we will assume that you do not wish to be considered a minority and/or women-owned business.

A minority-owned business is defined as a business that is 51% or more owned and controlled in a substantial and continuing manner by people who are eligible minorities or, in the case of a publicly owned business, where 51% or more of the voting shares of the corporation are owned by people who are eligible minorities.

Eligible minorities are defined as Blacks, Hispanics, Asians, American Indians, Eskimos and Aleuts.

A women-owned business is defined as a business that is 51% or more owned and controlled in a substantial and continuing manner by women, or in the case of a publicly owned business, where 51% or more of the voting shares of the corporation are owned by women.

Are you a Minority-Owned Business?      Yes ☐      No ☒

Are you a Women-Owned Business:      Yes ☐      No ☒

What Minority Group(s) are you?

What percentage of ownership or voting power in shares of your business do Minorities and/or Women own?

Please identify, by name, Minority/Women owners of your business and ownership percentage of each:



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/12/2010PRODUCER (707)687-2200 FAX: (707)687-2021  
Rogers & Young Insurance Services  
800 Edgewood Place  
P.O. Box 1738  
Windsor CA 95492

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED  
Caracal Enterprises, LLC  
dba: Ventek International  
1260 Holm Road, Suite A  
Petaluma CA 94954

| INSURERS AFFORDING COVERAGE         | NAIC # |
|-------------------------------------|--------|
| INSURER A: Nationwide Mutual Ins Co | 23787  |
| INSURER B: Granite State Ins Co     |        |
| INSURER C:                          |        |
| INSURER D:                          |        |
| INSURER E:                          |        |

## COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | ADD'L INSUR | TYPE OF INSURANCE   | POLICY NUMBER | POLICY EFFECTIVE DATE (MM/DD/YYYY) | POLICY EXPIRATION DATE (MM/DD/YYYY) | LIMITS   |
|----------|-------------|---|---------------|------------------------------------|-------------------------------------|--|
| A        |             | GENERAL LIABILITY<br><input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY<br><input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC | ACP7842305668 | 09/26/2010                         | 09/26/2011                          | EACH OCCURRENCE \$ 1,000,000<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000<br>MED EXP (Any one person) \$ 5,000<br>PERSONAL & ADV INJURY \$ 1,000,000<br>GENERAL AGGREGATE \$ 2,000,000<br>PRODUCTS - COMP/OP AGG \$ 2,000,000 |
| A        |             | AUTOMOBILE LIABILITY<br><input checked="" type="checkbox"/> ANY AUTO<br><input type="checkbox"/> ALL OWNED AUTOS<br><input type="checkbox"/> SCHEDULED AUTOS<br><input checked="" type="checkbox"/> HIRED AUTOS<br><input checked="" type="checkbox"/> NON-OWNED AUTOS  | ACP7842305668 | 09/26/2010                         | 09/26/2011                          | COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$  |
|          |             | GARAGE LIABILITY<br><input type="checkbox"/> ANY AUTO   |               |                                    |                                     | AUTO ONLY - EA ACCIDENT \$<br>OTHER THAN EA ACC \$<br>AUTO ONLY: AGG \$  |
| A        |             | EXCESS / UMBRELLA LIABILITY<br><input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE<br><br>DEDUCTIBLE<br><input checked="" type="checkbox"/> RETENTION \$ 0   | ACP7842305668 | 09/26/2010                         | 09/26/2011                          | EACH OCCURRENCE \$ 4,000,000<br>AGGREGATE \$ 4,000,000<br>\$<br>\$<br>\$   |
| B        |             | WORKERS COMPENSATION AND EMPLOYERS' LIABILITY<br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under SPECIAL PROVISIONS below<br>OTHER  | 009930899     | 10/04/2010                         | 10/04/2011                          | <input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER<br>E.L. EACH ACCIDENT \$ 1,000,000<br>E.L. DISEASE - EA EMPLOYEE \$ 1,000,000<br>E.L. DISEASE - POLICY LIMIT \$ 1,000,000                         |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS  
Certificate is issued as Evidence of coverage only.

Cancellation: Except 10 days notice for non-payment of premium.

## CERTIFICATE HOLDER

\*\*\* Proof of Coverage \*\*\*

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Robert Diab/KRISTE

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The ACORD name and logo are registered marks of ACORD

## **IMPORTANT**

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

## **DISCLAIMER**

This Certificate of Insurance does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

## BUY AMERICA REQUIREMENTS

49 U.S.C. 5323(j)  
49 CFR Part 661

### Applicability to Contracts

The Buy America requirements apply to the following types of contracts: Construction Contracts and Acquisition of Goods or Rolling Stock (valued at more than \$100,000).

### Flow Down

The Buy America requirements flow down from FTA recipients and subrecipients to first tier contractors, who are responsible for ensuring that lower tier contractors and subcontractors are in compliance. The \$100,000 threshold applies only to the grantee contract, subcontracts under that amount are subject to Buy America.

### Mandatory Clause/Language

The Buy America regulation, at 49 CFR 661.13, requires notification of the Buy America requirements in FTA-funded contracts, but does not specify the language to be used. The following language has been developed by FTA.

Buy America - The contractor agrees to comply with 49 U.S.C. 5323(j) and 49 C.F.R. Part 661, which provide that Federal funds may not be obligated unless steel, iron, and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 C.F.R. 661.7, and include final assembly in the United States for 15 passenger vans and 15 passenger wagons produced by Chrysler Corporation, and microcomputer equipment and software. Separate requirements for rolling stock are set out at 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11. Rolling stock must be assembled in the United States and have a 60 percent domestic content.

A bidder or offeror must submit to the FTA recipient the appropriate Buy America certification (below) with all bids or offers on FTA-funded contracts, except those subject to a general waiver. Bids or offers that are not accompanied by a completed Buy America certification must be rejected as nonresponsive. This requirement does not apply to lower tier subcontractors.

Certification requirement for procurement of steel, iron, or manufactured products.

### *Certificate of Compliance with 49 U.S.C. 5323(j)(1)*

The bidder or offeror hereby certifies that it will meet the requirements of 49 U.S.C. 5323(j)(1) and the applicable regulations in 49 CFR Part 661.5.

Date JUNE 9, 2009

Signature Gary Call

Company Name Ventel International

Title President & CEO

### *Certificate of Non-Compliance with 49 U.S.C. 5323(j)(1)*

The bidder or offeror hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j)(1) and 49 C.F.R. 661.5, but it may qualify for an exception pursuant to 49 U.S.C. 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 C.F.R. 661.7.

Date \_\_\_\_\_

Signature \_\_\_\_\_

Company Name \_\_\_\_\_

Title \_\_\_\_\_

Certification requirement for procurement of buses, other rolling stock and associated equipment.

*Certificate of Compliance with 49 U.S.C. 5323(j)(2)(C).*

The bidder or offeror hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j)(2)(C) and the regulations at 49 C.F.R. Part 661.11.

Date JUNE 9, 2009

Signature Gary Carr

Company Name Ventek International

Title President & CEO

*Certificate of Non-Compliance with 49 U.S.C. 5323(j)(2)(C)*

The bidder or offeror hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j)(2)(C) and 49 C.F.R. 661.11, but may qualify for an exception pursuant to 49 U.S.C. 5323(j)(2)(A), 5323(j)(2)(B), or 5323(j)(2)(D), and 49 C.F.R. 661.7.

Date \_\_\_\_\_

Signature \_\_\_\_\_

Company Name \_\_\_\_\_

Title \_\_\_\_\_

\_\_\_\_\_



**CONFIDENTIAL**

1/12/2010

Gary Catt  
VenTek International  
garyc@VenTek-Intl.com

Dear Gary,

**RE: Acceptance of Payment Card Industry (PCI) Report on Compliance for VenTek International.**

Visa USA is pleased to accept VenTek International's PCI Report on Compliance, based on the assessment and opinion of Digital Resources Group (DRG).

Thank you for your participation in the Visa USA Cardholder Information Security Program (CISP), and for your diligence in operating within the compliance standards of the Payment Card Industry Data Security Standard. Although security can never be completely guaranteed, your efforts to adhere to PCI data security requirements should reduce the ability of hackers to gain access to proprietary data.

This letter and your company's inclusion on Visa's List of Compliant Service Providers evidence Visa's acceptance of the VenTek International CISP Report on Compliance. The List of Compliant Service Providers, located at ([www.visa.com/cisp](http://www.visa.com/cisp)), acknowledges those service providers that have shown their commitment to security by meeting the rigorous requirements of Visa CISP.

Please note that Visa CISP requires annual revalidation. If Visa has not received VenTek International's Report on Compliance by your revalidation due date of 11/30/2010, Visa will remove your company from the List of Compliant Service Providers.

If VenTek International would like to communicate its PCI compliance, Visa encourages you to use direct customer marketing/communications channels to market your compliance to your customers. Channels specifically targeting your customers, such as your company website, sales presentations, brochures, and customer newsletters, seem to be more effective than other, broader-based messages.

Visa may revoke this Acceptance and remove VenTek International from the List of Compliant Service Providers at any time that Visa, in its sole discretion, determines that your company is not adhering to Visa CISP requirements or that VenTek International's Report of Compliance was inaccurate. Immediately upon notice of such revocation, your company will cease all communication of PCI compliance, whether or not previously approved by Visa.

We see tremendous value in VenTek International's participation in this crucial security program. We appreciate your continued support and commitment to safeguarding the payment industry.

Sincerely,

Hector Rodriguez  
Business Leader, Payment System Risk & Compliance

cc: Jim Cowing  
Digital Resources Group (DRG)  
[jim.cowing@drgsf.com](mailto:jim.cowing@drgsf.com)

**CONFIDENTIAL**

8/6/2009

Mike Katz  
Digital Resources Group  
pci@drgsf.com

Dear Mr. Katz

**NOTIFICATION OF QUALITY ASSURANCE ROV AUDIT RESULTS**

This letter is to inform **Digital Resources Group (DRG)** that your submission of the Report of Validation (ROV) dated **7/31/2009 Revised 8/4/2009** regarding **Caracal Enterprises LCC, dba VenTek International–VenSTATION running on firmware versions 3.0.0030F or 2.0.1.60, System VI running on firmware version 3.0.0030F, Model 400 running on firmware version 2.0.1.60, Model 600 running on firmware version 2.0.1.60** has been reviewed by the PCI Security Standards Council (the Council) Quality Assurance Program and received a grade of **PASS**.

**Caracal Enterprises LCC, dba VenTek International** will be notified separately by the Council that they may proceed with the listing process for their payment application. This letter does not represent an endorsement of the product but rather validation that the minimum requirements for documentation have been met.

Sincerely,

James M. Barrow  
Quality Assurance Analyst  
PCI Security Standards Council, LLC  
401 Edgewater Place, Suite 600  
Wakefield, MA 01880  
jbarrow@pcisecuritystandards.org



11/26/2008

Gary Catt  
VenTek International  
garyc@VenTek-Intl.com

**CONFIDENTIAL**

Dear Gary,

**RE: Acceptance of Payment Card Industry (PCI) Report on Compliance for VenTek International.**

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Please note that Visa CISP requires annual revalidation. If Visa has not received VenTek International's Report on Compliance by your revalidation due date of 11/25/2009, Visa will remove your company from the List of Compliant Service Providers.

If VenTek International would like to communicate its PCI compliance, Visa encourages you to use direct customer marketing/communications channels to market your compliance to your customers. Channels specifically targeting your customers, such as your company website, sales presentations, brochures, and customer newsletters, seem to be more effective than other, broader-based messages.

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Sincerely,

Hector Rodriguez  
Business Leader, Payment System Risk & Compliance

cc: Jim Cowing  
Digital Resources Group (DRG)  
[jim.cowing@drgsf.com](mailto:jim.cowing@drgsf.com)